

MALIBU LIBRARY NEEDS ASSESSMENT 2018



October 2018

Contents

Chapter 1: Acknowledgements.....	5
Chapter 2: Executive Summary.....	6
Chapter 4: Community Analysis.....	10
Community Background	10
Geography.....	10
Government.....	10
Guiding Principles	10
City Services	11
Contract Services	11
City Services	11
City Facilities	11
Community Services.....	11
Parks and Recreation Master Plan.....	12
Malibu Arts Task Force Report.....	12
Other Organizations.....	13
Social Service Organizations	13
Schools	14
Online, Broadcast, Print, Social Media Communications	14
Community Events.....	15
Demographics	16
Population Growth.....	16
Age Characteristics.....	16
Table 4.2 Age Characteristics.....	17
Los Angeles County Comparison.....	17
Economic Characteristics	18
Homelessness.....	19
Community Strengths and Weaknesses	20
Chapter 5: Library Services	21
Los Angeles County Library.....	21

California Library Law and Library Funding..... 21

Los Angeles County Library Overview..... 21

Community Libraries..... 22

Library Services 23

Library Needs Assessment 2005 24

Post 2005 26

Library Services 2004 vs 2017 27

 Five-Year Profile..... 27

Comparative Data for Libraries Serving Agoura Hills, Malibu, Topanga, Westlake Village 30

 Input Measures 30

 Output Measures 30

Malibu Library 2018..... 32

 Changing Facility Requirements..... 32

 Current Programs and Services..... 33

 Collections..... 33

 Library Outreach 34

Operating Costs and Set Aside Funds 35

Chapter 6: Community Input 37

 Opportunities and Participants..... 37

 Survey..... 37

 Respondents 38

 What the Community Said..... 47

 Facility 47

 Hours..... 47

 Community Awareness and Library Publicity 48

 General..... 48

 Collections..... 48

 Local Interest Malibu-Centric Programming..... 48

 Community Building..... 49

 Location..... 49

 Adult Services..... 49

Children’s Services 50

Teens 51

Friends of the Library 51

Chapter 7: Facility Assessment 52

Library History & Needs Assessment 2005 52

Library Renovation 53

Building Program 53

Facility Evaluation 53

 General Organization 53

 Entrance 54

 Meeting Room 54

 Staff and Support Services 54

 Service Desks 55

 Children’s Room 55

 Collections 55

 Technology 55

 Reader Seats 55

 Group Study Room 56

 Patio Plaza 56

Chapter 8: Needs Assessment Findings & Recommendations 57

Findings and Recommendations 57

 Findings: General 57

 Malibu Strengths and Weaknesses 57

 Citywide Needs 57

 Parks and Recreation Master Plan 57

 Cultural Arts Report 58

 Service to the West End of Malibu 58

 Library Services 58

 Improve collections 58

 Technology and Equipment 60

 Expand Programs 60

Mobile Collections and Services	60
Mākmō and Reading Machines	61
Creating a Positive Library Experience.....	61
Staffing	62
Improve Current Facility	62
Increase Output Measures.....	62
Recommendations	63
Public Relations.....	63
Increase Programming.....	63
Technology.....	65
Collections.....	65
Everything Malibu	66
Facility	66
Staffing Needs.....	68
Service to Western Malibu residents.....	68
Implementation Schedule.....	69
Appendix I: Participants	73
Appendix II: 2005 Library Needs Assessment Executive Summary	77
Appendix III: Goals and Objectives 2005 Library Needs Assessment	80
Appendix IV: Harry Barovsky Memorial Youth Commission Meeting	83
Appendix V: Citations.....	87
Appendix VI: Additional Public Comments on the August 2018 Draft Needs Assessment Report	88
Appendix VII: Estimates of Probable Costs	90
Appendix VIII: Survey Data.....	92

Chapter 1: Acknowledgements

City Council

Rick Mullen
Jefferson “Zuma Jay” Wagner
Laura Zahn Rosenthal
Skylar Peak
Lou La Monte

Mayor
Mayor Pro Tem
Councilmember
Councilmember
Councilmember

City Council Library Subcommittee

Jefferson “Zuma Jay” Wagner
Laura Zahn Rosenthal

Mayor Pro Tem
Councilmember

Management & Administration

Reva Feldman
Lisa Soghor
Elizabeth Shavelson
Mary Linden

City Manager
Assistant City Manager
Assistant to the City Manager
Executive Assistant

Community Services

Jesse Bobbett
Kristin Riesgo

Community Services Director
Community Services Deputy Director

Los Angeles County Public Library

Skye Patrick
Yolanda de Ramus
Barbara Custen
Gladstone Bucknor
Valerie Bailey
Melissa Stallings

Director
Chief Deputy
Deputy for Public Services
Regional Administrator
Assistant Regional Administrator
Community Library Manager

Chapter 2: Executive Summary

The City of Malibu receives library service from the Los Angeles County Public Library. The County Library provides library service to residents of unincorporated areas of Los Angeles County and 49 of the 88 cities located in the County. The Library is supported by property taxes, the general fund, and special and parcel taxes. Malibu contributes a substantially larger amount in property tax than is spent on local library service to residents of Malibu. In response to this perceived inequity, the County Library has established a Set Aside Fund to hold these funds for library-related purposes as established in a Memorandum of Understanding executed in 2008.

In 2004, the City authorized a Library Needs Assessment, which identified library service deficits and ultimately resulted in a major renovation of the Malibu Library facility. In recent years, a City Council Library Subcommittee annually reviews requests for additional library-related services and authorizes expenditure of portions of the Set Aside Fund. These enhancements to service have included increased hours, a teen librarian, library services provided to the Boys and Girls Club, the highly successful Malibu Library Speaker Series and a security guard¹ for the Malibu Library. The MOU, which includes the Set Aside Funds provision, was recently renewed for a 25-year period set to expire in 2044.

In 2017, the City embarked on a Library Needs Assessment to determine current and future library service needs including collections, programs, staffing, service, and facility requirements. A review of the 2005 Library Needs Assessment and the 2012 renovation revealed issues that still need to be addressed. Some of these are goals of the 2005 study that have not yet been accomplished and others relate to changing library service models, changing customer requests, and changes in the Malibu community.

Demographically, Malibu residents are older than the rest of Los Angeles County, more highly educated, more affluent, and less diverse. Residents have a high level of expectation of government services. Residents are also generous and altruistic, supporting many social service agencies and charitable causes, and exhibit a high level of volunteerism. Changes in the community have included the loss of both the bookstore and movie theater in recent years, increased traffic, and a homeless population.

Recent studies completed for Parks and Recreation (2012) and Arts Task Force² (2012) have identified needs for services and facilities in support of these specific areas. Many of these issues are shared with the library, including the desire for expanded programs, publicity, and physical facilities.

The Library Needs Assessment enjoyed great community participation with a well-received on-line survey, focus groups, interviews, a drop-in session, and a town hall meeting. Participants expressed a need for enhanced collections, programs, services, innovation technology, a safe, secure library

¹ Currently three Los Angeles County community libraries have security guards on site. Libraries in Lancaster and Compton have Sheriffs from the Los Angeles County Sheriff's Department and Malibu employs a guard from a private security company.

² Arts Task Force. City of Malibu Cultural Arts Report. April 2012.

<http://www.malibucity.org/DocumentCenter/View/309/City-of-Malibu-2012-Cultural-Arts-Report?bidId=>

environment, and added service to residents of western Malibu. Although satisfaction with library services has greatly increased since the 2005 Library Needs Assessment, library use in most areas is down over the past five years and down from 2004 use levels in some cases.

As the Set Aside Funds have increased and continue to do so, the City is poised to make several important decisions. The renovation of the library, which was planned from 2006 to 2010 and completed in 2012, completed the interior renovation, but the exterior issues were not addressed. The original plans included relocation of the entrance to face the street and increase the library visibility. Completing this project would provide the opportunity to address issues with the interior of the library, including the ability to revisit decisions made in the renovation plans.

Although only 13% of survey respondents indicated that the library's location was an impediment to their use of the library, issues with library service to the west end of Malibu continue to be of concern. Ten comments were raised on this subject in the Library Needs Assessment survey, and the topic was discussed at the town hall meeting. Bookmobile service to Western Malibu was discontinued at the time of the renovation. Increased traffic, particularly on weekends and in the summer, make travel to the library problematic. The County Library has not encouraged the location of a second service unit in the City of Malibu citing operating costs and problems with staff recruitment and retention. In recent years, the County Library has developed considerable expertise in mobile and virtual delivery of both collections and services including physical interlibrary loan delivery, newly instituted MākMō vehicles, and breadth of online resources. There are several options to providing service to western Malibu which must be explored for their one-time and ongoing costs to ensure that they are sustainable as well as their compatibility with long term city goals for parks and recreation and cultural arts.

Many of the enhanced services requested by the community would require additional staff to sustain library operations at 58 hours a week and expand programs and services. Additionally, though a renovation or reorganization of the interior might create some space efficiencies and free up space to be repurposed, the number of additional collections and services requested, would far exceed the existing available space. Recommendations to set priorities will be guided by both space and staffing considerations.

Considerations include long range City plans for additional facilities, including those outlined in the Parks and Recreation Master Plan and Cultural Arts Report. Sound planning would indicate addressing these needs simultaneously and looking for synergies in library, recreation, and cultural arts facilities and services.

The community's contribution to this Needs Assessment is both acknowledged and appreciated. Requests have been recorded and categorized by implementation timeline and relative cost. Recent City activities have created a strategic plan to address the issue of homelessness in Malibu with empathy and action plans. The City enjoys a good working relationship with the County and with the Santa Monica-Malibu Unified School District (SMMUSD). The City of Malibu excels in creative community problem solving, engaging the community in decision making and addressing diversity. With the resources available and the will to move forward, Malibu will have the library services that the community deserves and desires.

Chapter 3: Introduction

The Malibu Library is a Los Angeles County Library serving the residents of the Malibu Library Service Area (LSA). The library building opened in 1970 replacing a bookmobile which had provided library service to the residents of the Malibu and Topanga LSA along Pacific Coast Highway (PCH).

The Los Angeles County Library is supported by property taxes, the general fund, and special taxes. Property tax support represents a portion of the Los Angeles County Property Tax revenue collected from cities and unincorporated areas served by the County Library. Additional funding is provided by the County Library Foundation. The City of Malibu contributes a substantially larger amount of tax revenue than is expended on local library service.

In 2004, the Malibu City Council approved a Library Needs Assessment to study library service to the Malibu community. Based on the tax contribution inequity, the City Council and many residents believed that the City was being underserved relative to its fiscal contribution to the County Library. Many options were explored including withdrawing from the County Library and retention of property tax dollars to provide library services through an independent municipal library.

The 2005 Library Needs Assessment identified service deficiencies including a 35-year-old building that remained largely the same as when it opened its doors. Collections were outdated, programs were lacking, and equipment was old and frequently in need of repair. The facility was dark, the furniture uncomfortable and mismatched, and the general ambience was found to be lacking. 57% of respondents to the 2005 survey rated the library facility poor or fair. 67% rated programs poor or fair. 58% rated collections poor or fair.

The 2005 Needs Assessment identified achievable short-term, intermediate, and long-term goals to improve library service to the Malibu community.

The results of the 2005 study included a major renovation of the then 40-year-old library in 2010 and other enhancements to library services and collections. Many of the goals and objectives of that Needs Assessment have been accomplished through commitment of the City of Malibu and Los Angeles County Library to provide the highest quality library service to the residents of Malibu. Other goals remain unfulfilled.

The City of Malibu is one of four net donors to the Los Angeles County Library system contributing more in property tax revenue than is spent on local library service. A Memorandum of Understanding (MOU) executed in 2008 established a *Set Aside Fund* to hold the excess funds in a separate account for library-related purposes. An agreement set to expire in 2019 was recently renewed for an additional 25 years to 2044. At this writing, the fund contains over \$8 million, with an anticipated annual addition of over \$1 million

Each year the City reviews these funds and the City Council's Library Subcommittee recommends to the City Council how those funds should be expended, if at all.

Much has changed in library service models, information gathering and learning styles, community needs, and resource requirements in the 13 years since the 2005 Needs Assessment was conducted. The purpose of this new Needs Assessment is to provide an assessment of the City's current library service needs through an extensive community participation process, evaluation of library services currently delivered, and an assessment of the library facility. The 2018 Needs Assessment includes goals which may be accomplished on an immediate, temporary, short-term, mid-term, and long-term basis. All recommendations must be vetted by Malibu City staff, Malibu City Council and the Los Angeles County Public Library Administration.

From November 2017 through July 2018, a consultant conducted interviews, focus groups, Working Group meetings, a town hall meeting, site visits, and an online survey. Working with City and County Library staff, and the City-appointed Working Group, this constituted the process that gathered community input on library collections, facilities, programs, services, technology, innovations, and the community's vision for the future of their library.

This study also examines citywide needs, school needs, arts and cultural needs, recreation needs, and amenities currently not available to the residents of Malibu. Looking at library services broadly, one cannot overlook the demographics of an older, affluent, highly educated community with a high level of expectation of municipal services. One also cannot overlook the geographic challenges of a community stretched over 21 miles with no geographic center or community center. Other recent work accomplished by the City includes a Parks and Recreation Master Plan, Arts Task Force Report, and a Homelessness Strategic Plan.

The community shared its appreciation for the local library staff, the County Library, and the Friends of the Library; however, it is discouraging that library use is down over the five-year period since the completed renovation, and in some cases down below the level of 2005. The overall approval rating has climbed to 81% for good and excellent combined, but the number of borrowers, library visits, and collection use has declined.

Malibu is an engaged community with the resources available to make this library the one they deserve. There are funds and the will to do so. This study provided an opportunity to give the community voice on where their resources should be committed and provide a path to their model library.

Chapter 4: Community Analysis

Community Background

Geography

The City of Malibu is located in the northwest corner of Los Angeles County along a 21-mile stretch of coastline. Malibu is bordered by the Pacific Ocean to the south; Topanga Canyon to the east; Calabasas, Agoura Hills, and the Santa Monica Mountains to the north; and Ventura County to the west. Other nearby communities include Santa Monica and Pacific Palisades. At 19.79 square miles, the population density is 650³ residents per square mile or less than 25% as dense as Los Angeles County. Much of the area is undeveloped with the densest population along the coast line.

Access in and out of Malibu is limited to PCH and several canyon roads. Inclement weather, rock slides and traffic accidents frequently force the closure of one or several of these access routes. The remote location and limited access are noted to be both strengths and weaknesses. Travel options on the weekends and in the summer are particularly limited by heavy traffic.

Government

The City incorporated on March 28, 1991 as a general law city operating under the City Council-City Manager form of government. Residents are elected at-large to City Council for four-year terms with two or three councilmembers elected in even numbered years. The City Council selects its Mayor, a position which rotates, at the regularly-scheduled City Council reorganization meeting. Currently, Mayor Pro Tem Jefferson Wagner and Councilmember Laura Zahn Rosenthal serve on the City Council Library Subcommittee.

Malibu City Council

Rick Mullen	Mayor
Jefferson “Zuma Jay” Wagner	Mayor Pro Tem
Laura Zahn Rosenthal	Councilmember
Skylar Peak	Councilmember
Lou La Monte	Councilmember

Guiding Principles

The City’s General Plan addresses issues of open space, seeking to preserve the characteristics of a rural beach community. The City’s guiding principles include conservation, energy management, honoring cultural resources, and preserving and protecting Malibu’s unique environment.

In 2010 the City opened Legacy Park, an outdoor living learning center featuring state-of-the-art technology. The park incorporates open space for passive recreation and environmental education.

³ Compared to Agoura Hills at 2,541 persons per square mile and Calabasas with 1,773 persons per square mile.

Water is filtered, recycled, and reused onsite. Outdoor classrooms in the environmental education structures provide seating on the north side of the park. The signage, walking trail, artwork, and landscaping were all rated excellent in the City's 2012 Parks and Recreation Master Plan.⁴

City Services

Contract Services

Fire protection and Lifeguard services in Malibu are provided by the Los Angeles County Fire Department. Animal control is provided by the Los Angeles County Department of Animal Care and Control. The Los Angeles County Sheriff's Department, operating out of the Malibu/Lost Hills Station in Calabasas, provides law enforcement services under contract to the City of Malibu. The City is also served by the Los Angeles County Department of Health Services and water service is provided by the Los Angeles Department of Public Works. The Los Angeles County Library provides library service to the residents of Malibu and adjacent unincorporated areas and operates the Malibu Community Library.

City Services

The City provides many services to the residents of Malibu in addition to those provided by the County through contract services. The City of Malibu offers a Dial-a-Ride program providing low cost transportation for residents 60 years of age and older and those with disabilities. Passport services are available at City Hall. The City provides rebates through its MalibuSmartwater efficiency program to encourage homeowners to conserve water. The Community Services Department provides a wide variety of recreational and leisure programs for residents of all ages. The City offers workshops on public safety, disaster preparedness, and emergency preparedness and co-sponsors many festivals and community-wide events.

City Facilities

On March 28, 2011, the City opened its new 30,000-square foot City Hall in a former performing arts center. City Hall includes a Council Chambers/Civic Theater which seats approximately 250 people; the conference room which seats from 10 to 35 in flexible arrangements; and a multipurpose room which can be sectioned into two nearly equal sections or opened to one large space which seat up to 133. The multipurpose room creates a separate space for Senior Center activities when partitions are closed. All conference rooms include state of the art multi-media presentation equipment free public WiFi connection and assisted hearing devices. The Council Chamber/Civic Theater is used for events, performances, and formal meetings. In addition to new offices and meetings spaces for City staff, City Hall also includes sweeping ocean views, ample parking, outdoor patios, and native gardens. The public hallways and corridors are used as art gallery and exhibition space throughout the year.

Community Services

The Community Services Department, formerly known as Parks and Recreation, provides programs, services, and facilities to meet the recreational and leisure needs of the community. The Department organizes a variety of programs for people of all ages and abilities in Aquatics, Day Camps, Sports, Parent and Me Programs, Afterschool Enrichment, Senior Programs, Creative Workshops, Excursions, Sports

⁴ City of Malibu. Parks and Recreation Master Plan. 2012.

Leagues, Theater, and Volunteering Opportunities. Department staff work with multiple community partners to provide programming and events throughout the year as well as manage the playing fields, parks, Civic Theater and facility rentals. The Department also provides support to the Parks and Recreation Commission, the Harry Barovsky Memorial Youth Commission, and the Cultural Events Commission.

Parks and Recreation Master Plan

In 2012, the City updated the 2000 Parks and Recreation Master Plan to determine needs and interests of the community. The findings the Parks and Recreation Master Plan were similar to the results of the 2018 Library Needs Assessment. As part of the study, all Parks and Recreation facilities were evaluated including City Parks, the Equestrian Center, Malibu High School and Malibu City Hall. Malibu City Hall's Zuma Room, Senior Center, Civic Theater, and the Outdoor were all rated excellent with no requirements for improvement.

Since 2012, the Community Services Department has focused their attention on marketing, evaluations and participation in community events, which was noted as an area in need of development in the Master Plan. The Department regularly updates information on social media and provides residents an opportunity to receive updates via text message or email through the City's website. The Department regularly attends Santa Monica-Malibu Unified School District events such as Back to School Night, Open House and Get Your Stuff Day. In 2017 the Department coordinated a program evaluation initiative and received over 60 responses which included suggestions on new programming, marketing, and facility expansion.

The Department has also been working towards providing additional programming for those ages 55 and older, which was also stated as an area needing improvement in the Master Plan. Since 2012, Senior Center programming has increased by 45% and the City has expanded partnerships with various organizations such as the Alzheimer's Association, SMC Emeritus College, Art Trek, UCLA Health, and other organizations that are able to provide services and unique programming options for the senior population.

Among the key findings of the Master Plan was the need (ranked #5) for an indoor multipurpose, multi-generational community recreation space. Need was identified for a large indoor meeting space with social space for 100+ participants and a gathering space for all ages – seniors, teens, youth, and children. Further, the need for an indoor space on the west side of town was identified. On the scale of 1 to 28, the need for a Visual/Performing Arts Facility was ranked #10 and a teen center was ranked #16.

Malibu Arts Task Force Report

In 2012, the Malibu Arts Task Force, an advisory body appointed by and reporting to the City Council in 2010-2011, released its report, "Strengthening Community through Arts and Culture." While not seen to be either a strategic planning document or a master plan, the report was thorough and outlined steps to strengthen the arts and cultural programs in the City. A Cultural Arts Commission was formed, and a list of immediate short-term and long-term recommendations was generated. Action items included the following:

- Create a Cultural Arts Commission
- Create a website presence for Cultural Arts
- Inventory existing City art resources
- Facilitate the use of cultural spaces at Malibu City Hall by reviewing and approving rotating exhibitions of works of art by local artists to be displayed in the City Hall gallery space, as well as creating opportunities for City-supported arts events in the theater
- Begin a long-range plan on how to build and fund a brick and mortar Cultural Arts Center in Malibu
- Create a program or event to collaborate with One Book, One City month
- Create a City of Malibu “Poet in Residence” / “Artist in Residence” program

Community-generated ideas included:

- Utilize the property adjacent to the library and develop it into a Cultural Arts Center
- Create an apprenticeship program for Malibu High School students to shadow masters in varied disciplines of arts Help create cohesion amongst the various cultural arts groups, organizations, and individuals in Malibu
- Start by producing a monthly cultural arts calendar, a cultural arts website, regular email blasts, and maintaining a Facebook page to help Malibu citizens locate cultural arts events
- Begin by promoting existing venues in the city
- Hold regularly scheduled musical events
- Support local artists first – but don’t exclude neighboring communities and the general public
- Include announcements of events and programs in the City’s quarterly newsletter produced by the Parks and Recreation Department

Other Organizations

Social Service Organizations

Several hundred charitable and public benefit organizations and fundraising professionals are listed in the California State Attorney General’s Registry Search site as located in Malibu. Of these, approximately 80 organizations are registered as currently active.⁵ These organizations range from the Esperance Center for Developmentally Disabled Adults, Western Alliance for Nature, Foundation for Family and Youth, Malibu Community Labor Exchange, The Shark Fund, California Wildlife Foundation, school PTA organizations, family trusts, animal rescue organizations, and environmental support organizations. National organizations located in Malibu include the Lions Club, Rotary, Optimists, Kiwanis Club, and Meals on Wheels. Organizations sponsoring youth activities include the Boys and Girls Club, Boy Scouts, Girl Scouts, Little League, and the YMCA.

The Friends of the Malibu Library have actively supported the Malibu Library since 1978. The Friends’ traditional fundraising event is an annual Book Fair. Staffed by dedicated volunteers, it is a community favorite. Annual membership dues, December Holiday Sale, generous donations, and proceeds from sales in the bookstore provide additional funding for the library. The resulting resources allow the

⁵ <http://rct.doj.ca.gov/Verification/Web/SearchResults.aspx>

Friends to fund the purchase of books, reference materials, and audiovisual materials for adults and children; provide facility and equipment enhancements; and support library programs including Summer Discovery (Reading) Programs, the Poetry Summit, music programs, speakers, cooking classes, and craft projects.

Schools

The public schools are operated by the Santa Monica-Malibu Unified School District (SMMUSD). Malibu High School (MHS) serves grades 9 – 12 and Malibu Middle School serves grades 6 – 8 on the same campus. Three elementary schools, Juan Cabrillo Elementary School, Point Dume Marine Science Elementary School, and John L. Webster Elementary School serve grades K – 5.

In May 2018, SMMUSD announced it would be merging Juan Cabrillo and Point Dume Marine Science Elementary Schools, a separate middle school campus would be established, and Malibu High School will be reconstructed. The MHS Library is currently housed in a “temporary” location during the reconstruction of the MHS campus. The library has 20 seats and no PCs currently. Much of the collection is in storage.

Private schools in the City include Our Lady of Malibu School which serves grades K – 8, and The Sycamore School, which opened in 2016 and serves grades K – 5.

There are excellent preschools in Malibu including Malibu Methodist Preschool, Gan Malibu Preschool, California Ocean of Learning, Malibu Presbyterian Nursery School, Malibu Methodist Nursery School, Children’s Creative Workshop, Malibu Jewish Center & Synagogue Preschool, and Wagon Wheel.

Pepperdine University is in Malibu in a part of unincorporated Los Angeles County. The University, with a current enrollment of 7,800, is known for its academic programs in Business Management and Administration, Clinical Psychology, Law, Public Policy, Philosophy, Education and Fine Arts. The University provides library service at seven locations in Los Angeles, Orange, and Ventura Counties. The Drescher Campus Library, the Harnish Law Library and the Payson Library are located on the Malibu campus. Members of the Malibu community are permitted to use the physical facilities and print collections of the campus libraries, but are not permitted to use the computers, scanners, and printers. Online databases and websites are typically restricted to use only by Pepperdine users with a Wavenet ID and password or are password restricted.⁶

Pepperdine hosts larger audiences for the Malibu Library Speaker Series in its Elkins Auditorium.

Online, Broadcast, Print, Social Media Communications

News sources available to the residents of Malibu include *The Surfside News* and *The Malibu Times*, which both publish an online and print version. Other local newspapers include the *Santa Monica Observer*, the *Santa Monica Daily Press*, the *Topanga Messenger* and the *Palisades Post*. Online news sources include the Malibu Patch.

⁶ See restrictions on use of legal materials at <http://lawguides.pepperdine.edu/onlinedatabases>

The City of Malibu official website (www.MalibuCity.org) has extensive information about the City including the Malibu Municipal Code; a comprehensive calendar of meetings, events, and programs; City services; City Council, commission and committee agendas and minutes; City department information and contacts; as well as links to local services, such as the Malibu Library.

Social media sources include LA County websites and social media including the Malibu Library Facebook page, and an active Twitter account⁷. The City has extensive social media presence with Facebook and Twitter accounts for the City as well as several specific to individual departments. Current and past issues of City publications, including the Malibu Community Services Quarterly Newsletter and the Senior Center Monthly Newsletter, are available for online viewing on the City website.

Residents and other interested parties can subscribe to receive City information directly via email and/or text message through the City's e-notification system available through the City's website. City Council and Planning Commission meetings are broadcast live on the City TV channel and live-streamed for online viewing. Those videos, as well as other City programming, are available on the City website for future reference. In addition, a wide variety of City-produced videos are available on the City's YouTube channel, all of which are linked through the Media section of the City website.

Recent to social media is a highly effective tool for linking residents with their immediate neighbors via NextDoor. Currently, 22 Malibu neighborhoods support NextDoor sites, including Big Rock, Carbon Beach, Carbon Mesa, Civic Center, Corral Canyon, Western Malibu, Point Dume, Paradise Cove, Winding Way, Ramirez Canyon, Rambla Pacifico, Sunset Mesa, La Costa Beach, Malibu Country Estates, Malibu Highlands, Malibu Springs, Malibu Wine Country, SPPOA, Lower Latigo, Las Flores Beach, Huntsinger Circle, and Kanan.

Community Events

The City of Malibu is known for its signature events. The annual City-sponsored event, Chumash Day, which celebrated its 20th year in 2018, takes place each April. Chumash Day is a Native American Powwow which honors the culture of the Chumash Native Americans that once occupied the Malibu area. Other arts and cultural events produced by the City include Concert on the Bluffs, the Malibu Student Art Show, Poetry Summit, and the Malibu Salon Series.

Malibu also has many annual events organized and sponsored by local organizations. The Malibu Chili Cook-Off, held on Labor Day weekend, was coordinated by the Boys and Girls Club of Malibu in 2018 and benefits multiple Malibu-based nonprofit organizations that focus on helping children and youth. The Malibu Nautica Triathlon is held in September to raise funds for Children's Hospital of Los Angeles. The Polar Plunge at Zuma Beach occurs in February and benefits the Special Olympics. The Malibu Half Marathon and 5K run also takes place at Zuma Beach in November and benefits the Boys and Girls Club of Malibu. The Malibu Arts Festival has been sponsored by the Malibu Chamber of Commerce for over 45 years. The two-day outdoor event features local award-winning painters, sculptors, fine artists,

⁷ Malibu is one of the few community libraries with a Twitter account.

photographers, and others. The annual Malibu International Film Festival showcases local filmmakers as well as international films.

The Malibu Library Speaker Series is a partnership program between the City of Malibu and the Los Angeles County Library and has brought world renowned professionals to the City since 2013. The public has had an opportunity to hear and learn from business leaders, scientists, authors, actors, legal experts and others. Speakers have included best-selling author Jeannette Walls; civil rights attorney Gloria Allred; Astronaut Dr. Garrett Reisman; climate change author Bill McKibben; Paul Hawken, environmental entrepreneur; and Elizabeth Smart, kidnapping victim turned child safety activist. All Speaker Series are free and take place at Malibu City Hall, the Malibu Library or Pepperdine University.

Demographics

Population Growth

In 2000, the Los Angeles County Assessor reported Malibu was the seventh fastest growing city in Los Angeles County with 9.4% growth over the previous year. “Growth was due in large part to the area’s unique ambience coupled with a resurgence in the economy, the market for upscale, high-end single-family homes.” In 2004, the Southern California Association of Governments (SCAG) projected exponential growth through 2030 with larger households and population growth of 35% over 30 years -- or more than 1% per year. In the years since 2010 the growth rate has slowed to nearly half the rate of Los Angeles County at approximately .25% per year or 25% of the projected annual rate of 1%. As the 2012 Parks and Recreation Master Plan noted, “the Malibu service area population has almost flat-lined with minimal growth over the last ten years and very limited growth projected over the next 10 to 15 years.”⁸

	Population	Households
2000	12,656	5,149
2005	13,471	5,311
2010	13,721	5,458
2015	14,546	5,798
2020	15,370	6,138
2025	16,196	6,478
2030	17,000	6,800

Table 4.1 SCAG City Projections 2004⁹

Age Characteristics

The population has aged significantly in the past 10 years, with the median age nearly 50% higher than the Los Angeles County average and the percentage of the population under five years of age and under 18 years of age significantly lower than the County. The percentage of residents over 65 years of age is double that of Los Angeles County and is the largest segment of the Malibu population. The percentage of the population under the age of 18 has decreased by 25% since 2012 while the percentage of the population over 65 increased by 30%. There are 15% fewer households with children under 18.

⁸ Malibu Parks and Recreation Master Plan. 2012

⁹ www.scag.gov/forecast/downloads/2004GF.xls

	Population Under 5	Population Under 18	Population Over 65	Median Age
2012	3%	21%	18.5%	45.6
2013	3.7%	18.3%	20%	46.7
2014	3.3%	17.8%	21.7%	50.2
2015	2.8%	17.5%	23.5%	51.4
2016	2.9%	15.7%	24%	52.2

Table 4.2 Age Characteristics¹⁰

Los Angeles County Comparison

	Malibu	Los Angeles County
Population change 2010-2017	1.9%	3.5%
Population Under 5 (2016)	2.9%	6.1%
Population Under 18 (2016)	15.7%	21.9%
Population Over 65 (2016)	24%	12.2%
Median Age	52.2	35.8
Foreign Born	17%	34.5%
Hispanic/Latino	7.5%	48.6%
Median Household Income	\$116,904	\$57,952
Owner Occupied Housing	70.6%	45.7%
Persons per Household	2.28	3.01
Language Other Than English Spoken in Home	14.9%	56.7%
Residents (over age 25) with HS Diploma or Higher	97.2%	77.7%
Residents (over age 25) with B.A or Higher	61.4%	30.8%
Population Living Below the Poverty Level	10.5%	16.3%
Population per Square Mile	650	2,419

Table 4.3 Malibu Demographics vs Los Angeles County 2016¹¹

Except for the age distribution, Malibu demographics have changed very little since the 2005 Library Needs Assessment which relied heavily on the 2000 US Census Data. The population remains less diverse, highly educated, and more affluent.

Population	2000	2016	Change
Under 5	4.5%	2.9%	-35.6%
Under 18	19.6%	15.7%	-19.9%
Over 65	14%	24%	71.4%
Median Age	42.9	52.2	21.7%
HS Graduate or higher	95.5%	97.2%	1.7%
BA or higher	63.8%	61.4%	-3.7%
Owner occupied housing	72.8%	70.6%	-3%
Language other than English spoken in home	14.9%	14.9%	0
Family Households	61.6%	60%	-2.5%
HH with related children under 18	27.1%	23%	-15%

Table 4.4 Demographic comparison 2000 vs 2016

¹⁰ American Factfinder. www.factfinder.census.gov

¹¹ US Census Bureau. www.census.gov/quick facts

Economic Characteristics

In 2016, the median property value decreased by 6.93% from \$1.94 million to \$1.8 million¹² still far exceeding the Los Angeles County median of \$465,000 and the Calabasas, Agoura Hills, Malibu, Westlake Village median of \$961,100.¹³

Household income is more than double the Los Angeles County average. Households are substantially smaller, and a higher percentage of households are owner-occupied.

Although household income declined from \$119,659 in 2015 to \$116,904 in 2016, a 2.3% decrease, residents' income is projected to grow.¹⁴ Median household income was \$102,031 in 2000 and is projected to grow to \$154,327 by 2025. Per capita income is projected to grow from \$67,043 in 2000 to \$80,346 by 2025. Currently per capita and household income both exceed all County, State, and national averages. It is estimated by 2025 over 42% of the population will earn over \$200,000.¹⁵

During the same period the age of the population rose with a 30% increase in those over the age of 65, and the percentage of the population living below the poverty level increased from 7.6% in 2000 to 10.5% in 2016. During this same time, the percentage of the population in Los Angeles County living below the poverty level decreased from 18% in 2000 to 16.3% in 2016.

Population Estimate	12,877
Median Household Income	\$116,904
Persons in Poverty	10.5%
Educational Attainment: Percent HS Graduate or Higher	97.2%
Median Housing Value	\$1,802,800
Total Housing Units	7,378
Number of Companies	2,531
Male Median Income	\$101,816
Female Median Income	\$38,732
Veterans	568
Homeless Individuals	180

Table 4.5 Demographic Snapshot 2017¹⁶

¹² 8.79 times the national average. Data USA. <https://datausa.io/profile/geo/malibu-ca/#intro>

¹³ Data USA. <https://datausa.io/profile/geo/malibu-ca/#intro>

¹⁴Data USA. <https://datausa.io/profile/geo/malibu-ca/#intro>

¹⁵ City of Malibu Parks and Recreation Master Plan. 2012.

¹⁶ U.S. Census Bureau Quick Facts: Malibu city, California

Homelessness

Like much of the rest of Los Angeles County, Malibu has experienced a substantial unsheltered population in recent years. According to the annual Greater Los Angeles Homeless Count, the number of homeless individuals in Malibu increased from 2016 to 2017 and decreased in the current year. While this count only represents a point in time, it points out several trends including a shift of the homeless population from census tract 8004.08 to 8005.06 and a decrease in the number of individuals living on the street. Estimates provided by the Los Angeles County Sheriff’s Department place the number of unsheltered individuals closer to between 75 and 100.

Service Planning Area 5, Supervisorial District 3¹⁷

Census Tract	2016 Count	2017 Count	2018 Count
8004.06	4	9.475	19
8004.08	83	64.23	1
8004.10	10	52.5	26.9
8005.04	41	5.7	21.76
8005.06	23	47.5	85
Total Malibu	161	180	155

Table 4.6 Homeless Count for Malibu

Persons in:	2016	2017	2018
Cars	17	21	34
Makeshift Shelters	38	46	25
Campers	12	19	13
Vans	2	18	8
Tents	21	19	37
On the Street	71	57	38
Shelters	0	0	0

Table 4.7. Unsheltered Individuals Living in Malibu



¹⁷ <https://www.lahsa.org/dashboards?id=13-count-by-city-community>

In a 2018 community-wide survey conducted by the City, 57% of respondents rated homelessness a “very serious problem,” at #5 on a scale of 1 to 5. The highest rated problems facing Malibu were Fire Safety (4.48), Homelessness (4.28) and Traffic/Congestion (4.07). 53% of respondents noted they have volunteered at an organization which aids homeless individuals. 65% reported they have encountered a problem with a homeless individual. Issues relating to homeless individuals received the greatest number of individual comments in the Library Needs Assessment Survey conducted in 2018.

Community Strengths and Weaknesses

Residents of Malibu are generous and altruistic, supporting many social service agencies and charitable causes. Residents are resilient, having faced disasters ranging from wildfires to mudslides. They appreciate the natural beauty of their City maintaining a strong commitment to preserve and protect it. As a highly-educated affluent community, residents have a high level of expectation of civic services including schools and library service. There is a strong desire for intellectual and cultural activities, community building activities, and opportunities for multi-generational engagement. Among the City’s strengths are its problem-solving abilities and a willingness to engage residents in discussion about issues facing the community.

The population is challenged by traffic and transportation issues and many residents have a long commute. Malibu currently has no bookstore and no movie theater. Transportation challenges make travel both within and outside of Malibu for these sources of entertainment difficult. The Historical Society is currently inactive and other options for culture and entertainment remain limited.

Chapter 5: Library Services

Los Angeles County Library

California Library Law and Library Funding

Residents of Malibu are provided library service by the Los Angeles County Library. The Los Angeles County Library was established in 1912 under authority of the County Free Library Act, which legislates a County Board of Supervisors “may establish a county free library for parts of the county lying outside of cities maintaining free public libraries, outside of library districts maintaining district libraries, and for all additional portions of the county as may elect to become a part of, or to participate in the county free library system.”¹⁸

Library Service in California is governed by California Library Law, Education Code Title 1, Division 1 and was established by the legislature on the principle that the public library is a supplement to the formal system of free public education, and a source of information and inspiration to persons of all ages, and a resource for continuing education and reeducation beyond the years of formal education, and as such deserves adequate financial support from government at all levels.¹⁹

The Los Angeles County Library is a special fund department operating under the authority of the County Board of Supervisors. A 20-member Library Commission serves in an advisory capacity to the Library. The total operating budget for the last fiscal year was \$130,054,236. Library operations are financed by a dedicated share of property tax collected from the service areas in Los Angeles County. Other revenue includes general fund contribution, parcel tax, special tax, grants, and fees. Supplemental funds are raised by the Los Angeles County Public Library Foundation. Property tax is based on assessed property valuation including land and improvements. As the Education Code notes: “The public libraries of California are supported primarily by local taxes. The ability of local governments to provide adequate service is dependent on the taxable wealth of each local jurisdiction and varies widely throughout the state.”²⁰

Los Angeles County Library Overview

Today the Los Angeles County Library is one of the nation’s major libraries and provides library service to over 3.4 million residents living in unincorporated areas and 49 of the 88 incorporated cities in Los Angeles County. The service area extends over 3,000 square miles.

Supplementing the five million volume book collection, the Library also offers magazines, newspapers, government publications and many specialized materials including online databases. The County Library offers a robust selection of online and downloadable resources. Three services offer free audiobooks -- OverDrive, RB Digital, and Hoopla. OverDrive, which offers 13,000 downloadable audiobooks, now exceeds all Los Angeles County community libraries for circulation of materials. Kanopy, RB Digital, and

¹⁸ COUNTY FREE LIBRARIES. Education Code Title 1, Division 1, Part 11, Chapter 6, Article 1 Section 19101.

¹⁹ Education Code. Title 1, Division 1, Part 11, Chapter 7, Article 1. Section 19300. California Library Laws 2017. California State Library.

²⁰ Education Code, Title 1, Division 1, Part 11, Chapter 4, Articles 1-6, Section 18701(c).

Hoopla offer digital media and Freegal offers free downloadable music. Online learning opportunities are available via Lynda, Tutor.com, Mango, Powerspeak, Leamos, Gale, and other providers. The County Library also provides access to 99 databases free of charge which include hundreds of magazines and newspapers.

These digital resources, print resources, access to public technology, and programs and services are available with an LA County Library card. Library cards are available to all permanent and temporary residents of California. A non-resident of Los Angeles County must be a resident of California and hold a valid borrower's card from his/her home library or a valid non-resident card from any California public library, and present additional identification normally required by a library from its own residents.²¹ The LA County Library does not charge a non-resident fee.

Community Libraries

The County Library operates 85 community libraries, three bookmobiles, two institutional facilities, and four administrative sites. 63 of the community library facilities are owned by Los Angeles County and 22 are leased by the County Library. Several of the leased facilities are owned by the jurisdiction served, including Diamond Bar, Westlake Village, and West Hollywood. These are operated by the County Library on a lease agreement. In total, 949,792 square feet of community library space is owned by the County of Los Angeles and 179,507 square feet is operated on a lease agreement. The County Library has added over 175,000 square feet of public library space since 2005.

The County Library operates one library which opened in 2017 on a school district campus. Los Angeles County negotiated with the Los Nietos School District to build a library located on the Los Nietos school campus. The school has before and after operating hours access to the facility. During library operating hours, the library is open to the public and is not considered a closed campus.

Bookmobiles currently serve the Antelope Valley and Santa Clarita area. They operate four days a week (weekdays excluding Thursday) and make from one to four regularly scheduled stops per day depending on the travel distance and the length of the stop. Locations include elementary schools, plazas, mobile home parks, veteran homes, and markets. Staff requirements for a bookmobile are one (1) Library Assistant III, one (1) Library Assistant I, and one (1) Library Aide. Bookmobiles require two staff members when they go out and typically stock 2,500 to 3,000 items. Collections required for a bookmobile are approximately 7,500 volumes.

The Malibu Community Library occupies 16,530 square feet of County-owned space. Nearby Los Angeles County Libraries include Topanga which occupies 11,048 square feet of County-owned space, Agoura Hills which occupies 17,772 square feet of City-owned space, and Westlake Village which occupies 11,500 square feet of City-owned space. The City of Calabasas operates its own municipal library in a 24,000 square foot facility, which was partially funded with Library Bond Act 2000 State Funding.

Malibu residents have access to all Los Angeles County resources, both physical and virtual. Several survey respondents noted they use the Agoura Hills Library because it is closer. GIS mapping typically

²¹ Code of California Regulations, Title 5, Division 2, Chapter 1, Subchapter 2, Article 6 Sec 20205.

illustrates library customers use multiple libraries including those near their home, near their workplace, or those located on a regular path of travel. Residents of Malibu have many options including libraries that are not part of the Los Angeles County Library.

Starting Location	Miles to Agoura	Time to Agoura*	Miles to Westlake Village	Time to Westlake Village*	Miles to Topanga	Time to Topanga* ²²	Miles to Pt. Dume	Time to Pt. Dume
Malibu Library	15	21	15.1	22	11	16	7.2	13
Pt. Dume	14.1	20	15.5	22	18	26		

Table 5.1 Travel Time to Malibu Adjacent Libraries

Library Services

In addition to providing collections and information to borrow, use in-house, or download, the County Library is expert at physically moving materials. Library card holders can search for library holdings items in the library catalog (in the library or at home, work, or anywhere) and request delivery of these items to the library location of their choice. This service makes all the resources of the Los Angeles County Library available to customers in a convenient location of their choice.

“Holds” are available on open shelves adjacent to shelf check machines or the customer service desk in each community library. Customers are informed of their queue in the wait list, if applicable, and notified when the items are ready for pick up. Last year the County Library filled over 2,000,000 holds requests.

Additional library services include extensive programming available for audiences of all ages. While a higher percentage of programs are dedicated to younger children, programs are offered for teens, seniors, parents of young children, job seekers, baby boomers, and all segments of the population.

Parents of young children can attend Family Place activities and learn about nutrition, reading readiness, play, healthy parent-child relationships, and more, in specially designed spaces to encourage play and learning. These events are community building, bringing together parents of young children to share information and make connections.

All generations participate in STEAM activities, which is a learning approach that uses Science, Technology, Engineering, Art, and Math for guiding curiosity, creativity and critical thinking. In a public library, STEAM means creating opportunities for exploration and experimentation to tap into natural interests while facilitating informal learning. Research and investigation are supplemented with hands-on learning experiences ranging from building with Legos to “make and take” projects which combine research with hands-on learning. In addition to cutting, pasting, and coloring, imaginative crafts projects are based on problem solving. The tools required to create STEAM learning experiences range from something as simple as a piece of paper to buckets of objects to a digital editing station or a 3-D printer scanner. The County Library recently introduced MākMō vans outfitted to serve as mobile makerspace to bring STEAM activities to communities that do not have a makerspace.

²² *Without traffic on typical weekday afternoon

Libraries host book clubs, writing workshops, how-to classes, games and gaming, and more activities than one could imagine. In the last fiscal year, Los Angeles County Libraries presented 8,262 adult and young adult programs and 16,154 children's programs for a total program attendance of 580,000.

Each community library in the Los Angeles County Library system has an individual webpage that lists upcoming activities. Many also have active Facebook pages, Instagram accounts, and Twitter feeds. Most of the libraries maintain an email list to keep their customers informed of current activities. In a few cases, such as in Malibu, the local newspaper, City website, City Facebook page, or activities calendar also includes information on library programs.

The library provides valuable services to all community members including its unsheltered members. As a County facility the library is open to use by all residents including use of collections, public use PCs, free WiFi, comfortable seating, heating and air conditioning, running water and toilet rooms, and a haven from the elements. At the Malibu Library, homeless individuals are heavy users of the public computers whether for entertainment, seeking information on social services, checking e-mail, printing forms and documents, or cruising the Internet and Facebook.

Library Needs Assessment 2005

In 2004 amid growing concern that the amount of property tax the City was contributing to the County Library was not reflected in the level of library service, the City Council requested the County fund a needs assessment to more closely tailor services to meet the community's needs.

The Needs Assessment was a broad-based community project including an ad hoc committee, focus groups, interviews, community meetings, and a survey. In addition, it included demographic and community studies, site visits, in-depth collection analysis, and a benchmarking study. The findings included a summary of community input, a vision statement, development of nine goals and an implementation schedule that identified short-term and long-term goals. The Executive Summary of the 2005 Library Needs Assessment is included in Appendix II, as well as the Goals and an assessment of progress toward these goals in Appendix III.

The residents of Malibu were identified as highly educated, less diverse, and substantially older than the rest of Los Angeles County with a high percentage of the population over the age of 65. There were many white collar and self-employed individuals, and those who commuted had a long commute. The population had a high level of expectation of government services.

Heavy population growth was projected by SCAG and the California Department of Finance Demographic Unit.

The 2005 Community Analysis noted Malibu to be a quiet small coastal town with a lack of public transportation and "not much for the young people to do." The City lacked a town center, a bookstore²³, a movie theater²⁴ and meeting places for the many social service agencies supported by the community.

²³ Diesel Books opened during the process.

²⁴ Movie theater was closed during the process due to a fire.

Residents were challenged by the limited arterial access into and out of the City and traffic congestion on the main route through the City.

The area is rich in local history. Partnerships for the Library were available with Santa Monica Community College, the Malibu Arts Foundation, the Malibu Historical Society, Malibu Senior Center, Malibu Film Festival and the Parks and Recreation Department.

The Malibu Library facility opened in 1970 after several years of planning. Prior to that, a bookmobile served the needs of Topanga and Malibu residents along PCH. In 2004, library services were provided in the existing 1970 library and at the Las Virgenes Bookmobile when it made its weekly courtesy stop at Point Dume Plaza. The bookmobile was extremely popular and circulated 71,000 items annually. The Malibu Library contained a three-bay bookmobile garage and the bookmobile was stocked and staged at the Malibu Library.

Use of the Malibu Library on Civic Center Way was low relative to other communities' libraries. This was attributed to several factors: its remote location did not foster "overflow" use from non-residents; the length of the City made a "quick trip to the library" difficult; the building is not well signed or lighted and is easily missed; and services were poorly publicized in the community. One additional factor was high staff turnover. Library patrons frequently develop relationships with library staff with the perception of personalized service. In a small town, the librarian is a valued community member. Staff retention has been difficult due to the location, property values, and high rental costs.

In the library, collections were aging, with many outdated volumes and a low turnover rate.²⁵ Random shelf checks showed in non-fiction categories, up to 82% of the items held were over 10 years old. Collections included a high percentage of paperbacks and multiple copies. The book budget had recently been cut countywide. Residents were frustrated with long waits for best sellers.

The building was dense with stacks, with 103,000 volumes crowding shelves designed to hold 60,000 to 70,000 items. There were eight public use computers, oversized service desks, uncomfortable furniture, little natural light, noise issues, poor lighting, poor wayfinding and inefficient staff areas. The Library had low visibility from the street and in the community.

The study identified the need for after-school programs, recreational opportunities and enhanced programming for teenagers, service to the west end of Malibu, refreshed and weeded collections, increased technology, WiFi, separated areas for sound control, increased public relations, enhanced programming for adults, a venue for local artists and local historians, meeting places, and an up-to-date library reflecting the Malibu community. More than 50% (up to 67%) of survey respondents rated the materials, facility, and the programs Poor or Fair. Only the location (3.33) and staff (3.01) were rated excellent on a scale of one to four. A primary goal was to create a positive library experience for the community with more popular books, staff orientation, and special spaces. The goal was to create a community space where people would want to spend time, not a "grab and go" library.

²⁵ Turnover rate is the number of total circulations divided by the number of volumes owned. A low turnover rate typically indicates a collection that is dated or poorly selected for the service population.

The findings led to a major renovation of the Malibu Library, weeded collections, and updated technology. Some of the goals of the 2005 study are yet to be accomplished and will be carried forward in the 2018 Library Needs Assessment. Other goals were accomplished but have become less important to the community in the intervening years or addressed service deficits that are no longer relevant.

Post 2005

The following have occurred since the 2005 Needs Assessment was completed:

Bookmobile service was discontinued.

Population growth did not meet the anticipated numbers.

A bookstore, Diesel Books, opened in Malibu. Bookstore announced closing in 2011. Bookstore moved to a new location. Bookstore closed permanently in 2014.

2006. Malibu Theater, Regal Twin Malibu, reopened after being damaged by fire 18 months prior. Movie Theater closed in 2017.

2008. MOU executed outlining operating agreement and use of set aside funds.

2010. Legacy Park completed.

2011. City opened its new City Hall which includes upgraded and increased meeting room space and a performing arts venue. City Hall also includes a gallery quality art exhibition area.

2012. The Library renovation project proceeded with an opening on April 22, 2012 after several years of planning and construction.

2012. Friends of the Library opened their new bookstore in the Malibu Library

2012. Parks and Recreation completed its updated Master Plan

City Council Library Subcommittee was formed to oversee the City's Library, relations with Los Angeles County Library, and use of Set Aside Funds.

2012. Topanga Library opened, adding an additional and close community library location for the Library Service Area drawing potential library customers to this new location.

2013. Library launched Malibu Library Speaker Series.

City addresses growing homeless population with broad community involvement, formation of a task force and community survey, Homeless Connect Days each year since 2015, and the adoption of the Homeless Strategic Plan by the City Council on June 25, 2018

2017. Library Needs Assessment Study began.

Library Services 2004 vs 2017

	Malibu 2003-04	Malibu 2016-17	LA County 2016
Borrowers per capita	.85	1.46	.90
Square feet per capita	.92	1.27	.35 (est)
Volumes per capita	7.92	3.8	1.71
Circulation per capita	8.8	6.9	2.8
Circulation per registered borrower	10.3	4.7	9.6
Visits per capita	8	6.3	3.17
Circulation per hour	46	36	
Turnover rate²⁶	1.1	1.8	1.64
Program attendance per capita		.48	.16

Table 5.2 Malibu Library Output Measures 2004 vs 2016

A comparison of library use data from 2004 to the most recent fiscal year shows a decline in several key indicators of library use. Circulation is down for both registered borrowers and per capita over the 13-year period. This reflects a nationwide trend with the increasing popularity of e-books and downloadable audiobooks. Although use of collections is down, Malibu still exceeds County and State figures. The median circulation per capita for California is 4.87.

The square feet per capita increased because the library was able to repurpose the space vacated in the bookmobile garage. This square footage was reallocated from bookmobile service to community library service. It has been noted that although the square feet per capita increased, the space available to the public did not and the back of house is now very large.

The turnover rate (number of items circulated divided by the total holdings) has increased substantially due to the deep weeding of the collection. With the collections greatly reduced, this number would increase regardless of whether the circulation count had increased.

The number of visits per capita has decreased. In the renovated library, visitor (gate) count is affected by the location of the library inventory control gates, which are inside the building on the other side of the entrance to the community room. Library patrons who attend programs in the Library Community Room do not necessarily then proceed into the library, so they are not "counted." However, even if the 6,152 people who attended library programs were added to the gate count, the visits per capita would still be far below the 2004 count.

Five-Year Profile

Looking at output measures from the date of the re-opening of the library in 2012 to the most current year yields similar results. Attendance at programs climbed steadily for several years after the opening, and still far exceeds County averages and the California median of .23 per capita program attendance. Many of the dips in program attendance can be attributed to staffing issues. The Malibu Library had no children's librarian for all of 2017, causing a decline in number of children's programs and attendance. Since May 2018 there has been no children's librarian again. A teen librarian started in 2014 and teen

²⁶ Turnover rate is total circulation of all materials divided by total number held.

program attendance spiked for several years when Set Aside Funds were used to fund a teen librarian at the Boys and Girls Club. Since then, teen attendance has declined for several years.

FY	Children's Programs	Children's Aud.	Adult Prog.	Adult Aud.	Teen Prog.	Teen Aud.	Total Program Attendance	Attendance per capita
2012/13	131	4,212	11	721	19	146	5,079	.399
2013/14	134	5,454	19	698	27	443	6,595	.517
2014/15	161	6,236	24	624	107	1,747 ²⁷	8,607	.671
2015/16	189	7,568	42	1,432	49	672	9,672	.752
2016/17	135	3,866	51	2,045	41	241	6,152	.479

Table 5.3 Five Year Profile Program Attendance

The number of WiFi sessions has increased steadily. The number of computer sessions (counted by use of library PCs) has declined as more library users bring their personal devices with them. Volunteer hours continue to be high, but the number of volunteers has decreased.

FY	Comp. Sess.	*Wi-Fi Sessions	Days Open	Hours Open	Sq. Ft.	Sq. Ft. per capita	Volunteers	Vol. Hours
2012/13	31,537	579	7	50	16,530	1.3	6	195
2013/14	12,819	523				1.3	4	145
2014/15	22,105	590				1.29	4	105
2015/16	22,834	633		1.29		4	154	
2016/17	20,178			58		1.29	4	232

Table 5.4 Five Year Use Profile

FY	Population ²⁸	Borrowers	Borrowers Added	Borrowers per capita	Gate Count	Visits per capita
2012/13	12,743	21,108	1,473	1.66	89,410	7.02
2013/14	12,751	20,562	1,308	1.62	86,534	6.79
2014/15	12,830	19,798	1,159	1.54	85,155	6.64
2015/16	12,856	20,814	1,107	1.62	84,913	6.6
2016/17	12,853	18,971	1,207	1.48	82,499	6.42

Table 5.5 Five Year Profile Library Users and Visits

²⁷ These are the years that the City of Malibu funded a librarian who worked exclusively at the Boys and Girls Club offering weekly (and sometimes daily) programs. Note that these programs were not held in the library.

²⁸ American Community Survey Demographics and Housing Estimates. <https://www.census.gov/programs-surveys/acs/data.html>

The number of registered borrowers has steadily declined as has the number of new borrowers added each year. The gate count has also declined. The location of the security gates “people counter” does not affect this decline since the gates have been in this location since the renovated library opened in 2012.

FY	Total Holdings	Circulation	Circulation per capita	Turnover rate	Self Check	% Self Check
2012/13	63,345	90,791	7.1	1.43		
2013/14	63,349	88,964	6.9	1.40	57,800	65%
2014/15	50,257	93,662	7.3	1.86	51,723	55%
2015/16	50,399	100,683	7.8	2.0	46,092	46%
2016/17	49,116	89,759	7.0	1.83	39,785	44%

Table 5.6 Five Year Profile Circulation Data

Against national trends, the circulation per capita has held steady for the last five years with a slight increase and only a slight dip in that period. It is interesting to note the highest circulation occurred in the year following the deep weeding of the collection. This is borne out statistically in many cases, illustrating more is not necessarily better and a collection which can be browsed is more heavily used. In response to customer requests, the library also made a concerted effort during this period to leave bottom and top shelves vacant where possible. The turnover rate of 2.0 exceeds the California median of 1.97. A goal for the coming year should be to increase self-check to a desirable level, exceeding 85%.

FY	Holds Placed	Holds Filled	Info. & Ref. Questions
2012/13	20,846	15,088	85,450
2013/14	20,880	15,405	71,111
2014/15	20,962	15,809	60,999
2015/16	20,197	15,924	50,057
2016/17	19,030	16,387	42,441

Table 5.7 Five Year Profile Holds and Reference Questions

“Holds” are a big bonus of being part of the County Library. With five million volumes available in the system, libraries can stock smaller inventories and assure their customers will still have access to a breadth of resources. The County Library is expert at physically moving materials and downloadable e-books and audiobooks have increased the availability exponentially.

Reference was the #1 ranked library service in the 2005 Needs Assessment. The information world and library services have changed dramatically in the past 15 years and continue to do so. The number of reference and information questions has decreased by 50% in this five-year period. Reference collections have been removed and information sources have been replaced with easily accessible databases.

Comparative Data for Libraries Serving Agoura Hills, Malibu, Topanga, Westlake Village
Input Measures

Square Feet per capita	Malibu	Agoura Hills	Topanga	Westlake Village	LA County
2012/3	1.30	0.87	1.33	1.39	
2013/4	1.28	0.86	1.41	1.37	
2014/5	1.28	0.86	1.41	1.37	
2015/6	1.28	0.85	1.41	1.37	
2016/7	1.28	0.85	1.41	1.37	0.35
2017/8	1.28	0.86	1.41	1.37	

Table 5.8 Six Year Comparative Profile Square Feet per capita

Items per capita	Malibu	Agoura Hills	Topanga	Westlake Village
2012/3	5.00	4.86	6.44	6.10
2013/4	4.92	4.76	6.96	6.05
2014/5	3.91	4.36	6.92	5.79
2015/6	3.89	4.38	6.72	5.87
2016/7	3.80	4.53	7.06	5.76
2017/8	3.76	4.23	7.03	5.60

Table 5.9 Six Year Comparative Profile Items per capita

Hours Weekly	Malibu	Agoura Hills	Topanga	Westlake Village
2012/3	50	40	48	44
2013/4	50	40	49	47
2014/5	50	50	57	47
2015/6	50	50	57	47
2016/7	50	50	57	47
2017/8	58	54	58	48

Table 5.10 Six Year Comparative Profile Hours Open per week

Output Measures

Borrowers per capita	Malibu	Agoura Hills	Topanga	Westlake Village	LA County
2012/3	1.67	1.81	0.44	2.24	
2013/4	1.56	1.71	0.58	2.19	
2014/5	1.54	1.71	0.7	2.29	
2015/6	1.61	1.77	0.83	2.42	
2016/7	1.47	1.67	0.94	2.41	0.9
2017/8	1.02	1.31	0.89	2.05	

Table 5.11 Six Year Comparative Profile Borrowers per capita

Circulation per capita	Malibu	Agoura Hills	Topanga	Westlake Village	LA County
2012/3	7.16	10.38	13.5	19.38	
2013/4	6.92	9.45	14.09	18.65	
2014/5	7.28	10.49	13.87	18.49	
2015/6	7.78	11.05	13.47	19.25	
2016/7	6.94	10.16	11.83	17.89	2.8
2017/8	6.15	9.22	11.51	16.65	

Table 5.12 Six Year Comparative Profile Circulation per capita

Gate Count per capita	Malibu	Agoura Hills	Topanga	Westlake Village	LA County
2012/3	7.05	7.67	7.19	10.96	
2013/4	6.73	6.26	7.01	10.55	
2014/5	6.62	5.54	7.10	9.69	
2015/6	6.56	5.85	7.00	9.60	
2016/7	6.38	5.59	6.82	9.26	3.17
2017/8	6.44	5.77	7.39	8.99	

Table 5.13 Six Year Comparative Profile Gate Count per capita

Program Attendance per capita	Malibu	Agoura Hills	Topanga	Westlake Village	LA County
2012/3	0.40	0.42	0.60	0.53	
2013/4	0.51	0.31	0.52	0.67	
2014/5	0.67	0.33	0.36	0.62	
2015/6	0.75	0.30	0.42	0.53	
2016/7	0.48	0.32	0.53	0.40	0.16
2017/8	0.37	0.36	0.78	0.40	

Table 5.14 Six Year Comparative Profile Program Attendance per capita

Reference per capita	Malibu	Agoura Hills	Topanga	Westlake Village
2012/3	6.74	5.31	6.93	6.07
2013/4	5.53	3.58	6.32	5.90
2014/5	4.74	2.54	9.47	5.55
2015/6	3.87	2.79	3.21	5.22
2016/7	3.28	3.56	2.88	6.00
2017/8	3.58	2.79	3.35	5.39

Table 5.15 Six Year Comparative Profile Reference Assistance per capita

Holds Placed per capita	Malibu	Agoura Hills	Topanga	Westlake Village
2012/3	1.64	2.53	1.47	4.25
2013/4	1.62	2.40	1.64	4.42
2014/5	1.63	2.50	1.94	4.50
2015/6	1.56	2.44	1.79	4.53
2016/7	1.47	2.24	1.77	4.29
2017/8	1.56	1.99	2.09	4.07

Table 5.16 Six Year Comparative Profile Holds Placed per capita

Collection Turnover	Malibu	Agoura Hills	Topanga	Westlake Village	LA County
2012/3	1.64	2.14	2.10	3.18	
2013/4	1.62	1.98	2.02	3.08	
2014/5	1.63	2.41	2.01	3.19	
2015/6	1.56	2.52	2.00	3.28	
2016/7	1.47	2.24	1.68	3.10	1.64
2017/8	1.56	2.18	1.64	2.97	

Table 5.17 Six Year Comparative Profile Collection Turnover

Circulation per borrower	Malibu	Agoura Hills	Topanga	Westlake Village	LA County
2012/3	4.30	5.72	30.50	8.63	
2013/4	4.44	5.54	24.38	8.50	
2014/5	4.73	6.14	19.85	8.06	
2015/6	4.84	6.24	16.26	7.94	
2016/7	4.73	6.07	12.63	7.43	9.60
2017/8	6.05	7.04	12.87	8.12	

Table 5.18 Six Year Comparative Profile Circulation per Borrower

Malibu Library 2018

Changing Facility Requirements

The renovation of the Malibu Library was initially planned in 2004 and 2005. After a slight delay, two years of design development and preparation of construction documents, construction began in 2010 and the newly remodeled library opened to the public in 2012.

The planning occurred at a time when library service models were changing, and newer services and library trends were beginning to emerge. In 2005, planners did not contemplate facility needs like a makerspace. Collections still included videotapes. Audiobooks were often books on cassette. Group study rooms were just coming into popularity. The new library was designed to be a bustling interactive environment, which would also provide quiet space.

Currently new library buildings include leaner back of house spaces with prime real estate dedicated to public purposes and little onsite storage in community libraries. Service desks have continued to get smaller, with design more focused on ergonomics than in the past. Sightlines and security continue to be important with “incidents” occurring on a regular basis in rural, urban, and suburban environments. Where possible, bookstacks are being lowered from 84” (or 90”) to 66” for easier browsing and better ambience.

New materials for furniture and finishes have been introduced with a longer more durable life and with options for fabric with antimicrobial layers that kill or inhibit the growth of organisms. Libraries are installing fewer fixed-in-place public computers, which occupy a large footprint and limit any flexibility for reorganization or for the user. Laptop vending machines now replace large areas of computer stations allowing the user to choose a reading chair with a tablet arm near a window and the view. There is substantially less printing and less copying than in the past. Personal devices require access to wireless printing. The need for access to power is endless as customers need to charge multiple devices.

The current library facility is not without deficiencies. Some can be credited to the changing service needs and the information environment. Some can be credited to a changing community with different needs. Some can be credited to it being a renovation, which always present puzzles to solve. An assessment of the facility will be provided in the section following the Community Input chapter and preceding the Findings and Recommendations chapter.

Current Programs and Services

The Malibu Library is known for its high-quality programs. The Library Speaker Series, co-produced by the City and nearly always sold out, received rave reviews in the survey. The community shared many requests and suggestions for additional services and programs. These will be included in the Community Input chapter and the Findings and Recommendations chapter. The lack of a children’s librarian has hampered the library’s ability to connect with the early childhood community. The MHS library has been focused on moving into a temporary facility and operating out of small quarters. The High School Librarian offered that she is eager to continue collaborating with the Malibu Library on programs and services to the middle school and teen populations.

Collections

The annual budget for collection acquisition has varied in the past five years from a low of \$73,000 to a high of \$118,000, with the most recent year at \$109,342. The annual budget has been supplemented with expenditures from the Set Aside Funds. The number of items added per year has varied from 3,000 to 4,900.

A deep weeding in 2014-2015 refreshed the collection, and the removal of 13,000 volumes has freed shelving for updated collections. Survey respondents were clear and specific in their requests for collections enhancements. This information will be included in the Community Input Chapter, as well as in the Findings and Recommendations Chapter.

The library “boasts” the Arkel Erb Mountaineering collection which is owned by the American Alpine Club. This collection is rarely used and occupies 48 shelves in the public area and four rows

(approximately one-half) of the compact shelving. Rarer materials are housed in a locked display cabinet. The materials are very old and getting older. In 2017, the 2,219 items circulated only 125 times (Turnover rate of .056). One researcher has used the collection since 2014.

Library Outreach

As noted by many individuals in the 2018 Needs Assessment survey, and previously in the 2005 Needs Assessment, the Library needs greater visibility – both the physical building and the social media and print outreach. Lack of awareness of programs offerings was also noted in the Parks and Recreation Master Plan. Respondents to the Parks and Recreation survey indicated their primary source of program information was obtained from the newspaper.

In one focus group, a high school student said he wished the library had downloadable music. Other requests also included services that are already in place.

Library programs are included in the Malibu Times section on Upcoming Events. They are not all included on the City Calendar on the Malibu City website except for the Library Speaker Series; however, a link on the City's website redirects to the Malibu Community Library webpage which does list library programs. Community Services issues a quarterly newsletter and recreation guide which includes all library programs and events. Splish, Splash Storytime, a collaboration between the Community Services Department and the Malibu Library, was featured on the cover of the Community Services Summer 2018 newsletter.

Library programs are advertised on the Malibu Library website, Facebook page, Twitter feed, NextDoor and the newspapers. The Malibu Library Facebook page is current and features library events prominently. The Library also maintains an email newsletter that goes out at the beginning of the month to several thousand people as well as a bi-weekly parent email list that promotes children's programs. Comments received on library outreach will be included in the Community Input chapter and in the Findings and Recommendations chapter.

Operating Costs and Set Aside Funds

The Los Angeles County Public Library is supported by a portion of property tax revenue collected by the Los Angeles County Assessor. In addition to the property tax allocation, revenue includes parcel taxes, special tax revenue, and City contributions. The total revenue falls short of the annual cost of library services and is supplemented by the County General Fund and funds raised by the Los Angeles County Library Foundation. Only four jurisdictions contribute property tax revenue equal to or greater than the annual operating cost for library services. These cities, which include Malibu, are identified as net donors to the system. Every year, the County of Los Angeles sets aside the difference between the City’s library portion of the property tax revenue and the Malibu Library expenses into a designated fund. As of June 2017, the reserve balance was \$6,626,886. It is anticipated that at the close of the current year, the balance reflected in the 2018-2019 budget will be \$8,539,661.

In 2004, as the last Library Needs Assessment was being prepared, the City’s property tax contribution was \$1,411,400 and the operating costs were \$891,400. From 2004 to 2012, operating costs and property tax contribution have both doubled. The annual operating cost for the Malibu Library has remained in the \$1.5 million to \$2 million range for the past five years while the property tax contribution has increased steadily with a total increase of 28% in that period, widening the gap between contribution and cost.

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Population	12,675	12,865	12,865	12,943	12,931
Annual Contribution	\$ 2,788,012	\$ 2,999,960	\$ 3,108,412	\$ 3,314,334	\$ 3,563,688
Annual Operating Cost	\$ 1,580,793	\$ 1,530,967	\$ 1,756,510	\$ 2,072,448	\$ 1,650,913
Surplus Set Aside	\$ 1,207,219	\$ 1,468,993	\$ 1,351,902	\$ 1,241,886	\$ 1,912,775

Table 5.19 Library Operating Costs, Property Tax Contribution, Surplus Generated

In 2008, the City and County executed a Memorandum of Understanding (MOU) which identified the use of Set Aside Funds. The MOU established a structure in which the expenditure of the excess funds generated from the taxes Malibu residents pay could be spent on library services. The current MOU was due to expire in 2019 and had been set for a five-year renewal through 2024. However, in 2018, the City and County renewed the MOU for 25 years through 2044.

Set Aside Funds were used to renovate the Malibu Library, which was rededicated April 22, 2012. Set Aside Funds have been used to increase hours, fund special collection enhancements, add library staff, support the Boys and Girls Club, fund the Malibu Library Speaker Series, establish a deferred maintenance fund, hire a full-time security guard, and provide other program enhancements.

Acquisitions made with Set Aside Funds remain the property of the County of Los Angeles in the same way any property purchased with property tax contributions do. Books, buildings, iPads, and chairs all remain property of Los Angeles County.

Every year, recommendations for annual expenditure of Set Aside Funds from the City Council Library Subcommittee on library services or enhancements are presented to the City Council for final approval.

In 2016 the funds were used to:

- Continue the increased service hours
- Fund previously established maintenance reserve
- Fund teen librarian
- Fund full-time teen librarian at Malibu Boys and Girls Club
- Fund Malibu Library Speaker Series
- Fund Family Place programs at the Malibu Library and other libraries as needed
- Purchase e-book readers and software
- Fund a teen student exchange program
- Fund a roving special children’s collection to be used through the County Library System
- Fund a discretionary fund for County Librarian
- Fund drought-resistant landscaping in front of the Malibu Library
- Contribute to the Civic Center Wastewater Treatment Facility Assessment

Alternate uses identified for the Set Aside Funds in 2016 for 2017 expenditure include:

- Save funds for a satellite library location
- Save funds to expand existing library
- Decrease services and programs in order to save funds for future years after the termination of the MOU

On September 17, 2016, the Malibu Times reported on the Library Subcommittee discussions on the use of the Set Aside Fund. “In 2016, the Library subcommittee discussed potential ways to use the money in 2017, including an exterior remodel of the library to move the existing entrance to face Civic Center Way. The exterior remodel is an extension of plans from 2005 when the library was meant to get a full remodel, but ‘at the time we didn’t think we had enough money to do both in and out, so we did the inside remodeling’ City Manager Reva Feldman said.”²⁹ The article further noted “The committee had previously looked into establishing services in Western Malibu but was advised by LA County that it would run into logistic issues.”

Recommendations from the Library Subcommittee for the current year include:

- Continue increased hours
- Continue dedicated security guard
- Fund deferred maintenance reserve
- Fund full-time teen librarian
- Fund Malibu Library Speaker Series
- Support County-wide programs

²⁹ Malibu Times. Excess of Library Funds Opens Possibilities. Arthur Augustyn.
http://www.malibutimes.com/news/article_2dde4fc2-7c64-11e6-83d7-071aa062e0ac.html

Chapter 6: Community Input

Opportunities and Participants

The Library Needs Assessment provided many opportunities for community input on library services. The City formed a Working Group to represent a cross-section of community members, educators, business people, librarians and library supporters, former elected officials, City staff and other interested parties. Several members of the Working Group had served on the 2004-2005 Needs Assessment Advisory Group.

Additional meetings included the Harry Barovsky Memorial Youth Commission, City Council Library Subcommittee, Friends of the Malibu Library, Malibu Library staff, seniors at the Senior Center, a drop-in meeting at the Malibu Library, and a town hall meeting. Individual interviews were conducted with library administrators, City Councilmember Rosenthal, Malibu preschool directors, and the MHS librarian. A full list of participants and meeting schedule is included in Appendix I of this document.

In addition to public meetings, community members were encouraged to participate in an online survey, which received 606 valid responses. Other input was received via email from community members. See Appendix VI for additional community input. The Malibu Times published several letters and an article on the town hall meeting, “How will Malibu spend its \$8.5 Million Budget?”³⁰

Survey

The cornerstone of the Needs Assessment process was a well-received online survey with 606 responses received between February 23 and April 20, 2018, a substantial increase from the 350 survey responses received for the 2005 Library Needs Assessment survey. Other recent City surveys include the Homelessness Survey which received 572 responses, a Cultural Arts Survey which received 132 responses in 2012, and the 2012 Parks and Recreation Master Plan Survey which received 355 responses.

The survey was not designed to be a random scientific survey; respondents self-selected based on their interest in the library. The level of participation indicated a great deal of interest in the library.

The success of the survey can be attributed in large part to a robust social media presence, sharing the link via email lists, requests to specific demographics (e.g., teens) to participate, and posting on Malibu’s NextDoor sites. The City and the Library included the link on their websites and Facebook pages. What particularly distinguished this survey was the number of additional responses to questions offering “other” as an option or including text boxes. Over 1,000 individual comments (1,044) were provided. In comparison, the 2005 survey received 300 additional comments. Following is a summary of the Survey Results. Full results, including all additional comments can be found in Appendix VIII.

³⁰ Patel, Shivani. Malibu Times. How will Malibu spend its \$8.6 Million budget? May 16, 2018 http://www.malibutimes.com/news/article_038e784e-5932-11e8-992f-0f117633df98.html

Respondents

Question 1: Do you live in Malibu?

Over 82% of survey respondents are Malibu residents.

Question 2: What is your age?

The age profile of respondents very closely matched the demographics of the City.

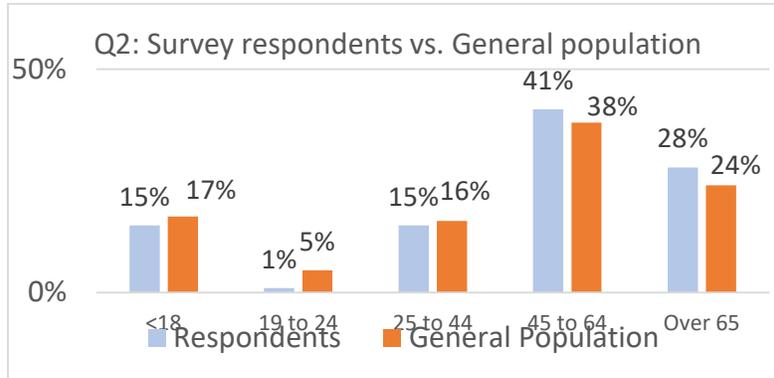


Chart 6.1 Survey Respondent Age Profile Compared to General Population

Question 3: Do you have children under the age of 18 living at home?

At 37%, a higher percentage of respondents have children under the age of 18 living at home than the general population of which 23% have children living at home.

Question 4: Do you have a card for the Los Angeles County Library?

83% of respondents have a card for the Los Angeles County Library with the lowest numbers of borrowers per respondents in the younger age groups.

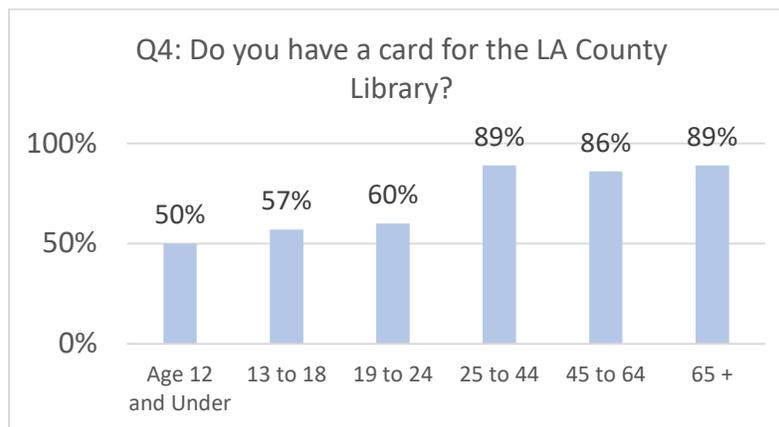


Chart 6.2 Per Cent of Respondents with Los Angeles County Library Card Segmented by Respondent Age Group

Question 5: How often do you visit the library?

Respondents visit the library infrequently with total of 64% reporting they use the library only once a month (23%) or a few times a year (41%).

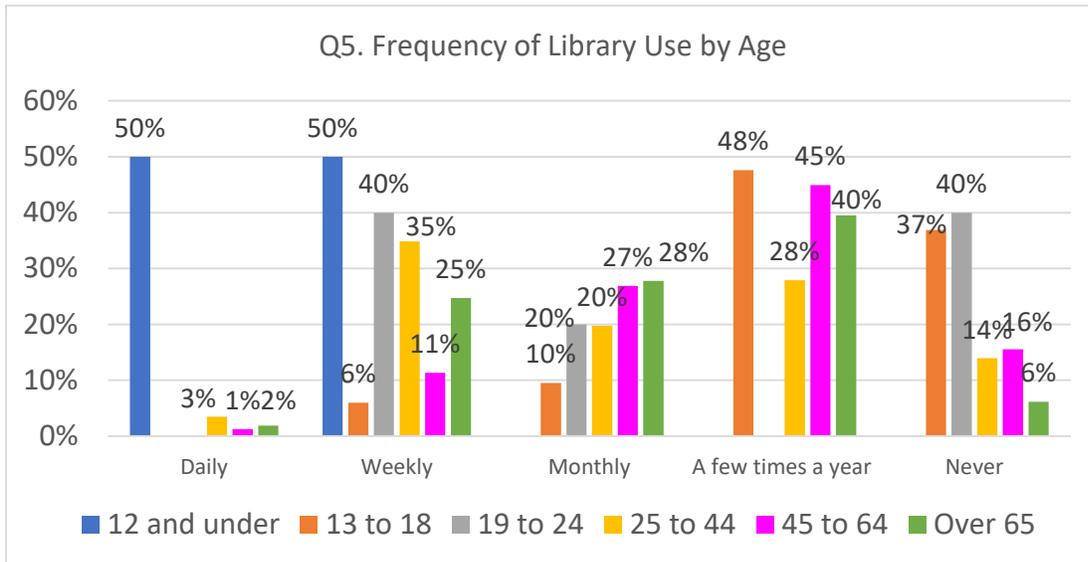


Chart 6.3 Frequency of Library Use Segmented by Respondent Age Group

Frequency of use varies by age with 13 to 18-year-olds the least frequent users. 85% of respondents aged 13 to 18 use the library a few times a year (48%) or never (37%).

Question 6: Why do you use the library?

In response to Question 6, “Why do you use the library?” the number one response for all age groups was “Books” with “Quiet” rated at either second or third by all age groups. This question received an additional 120 responses. 32 respondents added they shop at the Friends’ Bookstore, donate books to the Friends, or volunteer in the bookstore. The Friends’ bookstore and book sale received high praise in various questions throughout the survey. Additional comments included, they do not use the library because of the homeless situation, pick up books ordered online, research, and borrow audiobooks.

	#1	#2	#3
All Respondents	Books	Attend Adult Programs	Quiet
Under 12	Books	Quiet	
13 to 18	Books	Quiet	Meeting
19 to 24	Books	Quiet	Meeting
25 to 44	Books	Children’s Programs	Quiet
45 to 64	Books	Attend Adult Programs	Other

Table 6.1 Top Reasons for Library Use Segmented by Respondent Age Group

Question 7: If you do not use the library, why not?

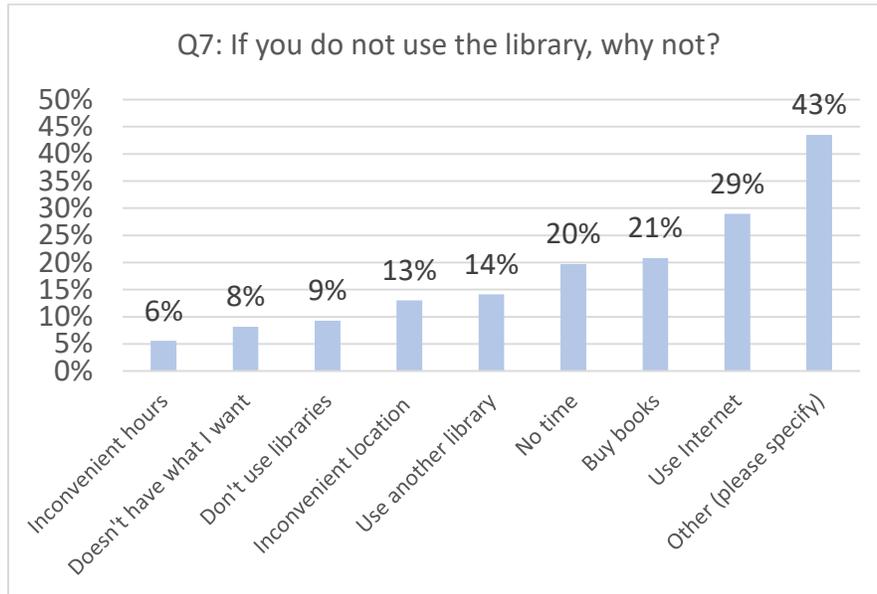


Chart 6.4 Reasons for Non-use of Library

Respondents to this question chose “Other” more frequently than other selections. Low ranked responses included “Inconvenient hours” (6%), “Doesn’t have what I want” (8%), “Don’t use libraries” (9%) and “Inconvenient location” (13%). Top responses for non-use included “Other,” “Use the Internet” and “Buy Books.”

This question received 117 additional responses. 57 of these comments referred to homeless individuals, health and hygiene related issues, and not feeling safe in the library. Without access to laundry facilities or showers, personal hygiene issues often lapse and in an enclosed area, odors can be intrusive. Additional issues are raised by individuals with mental health or substance abuse issues which create the atmosphere of an unsafe environment. Other comments included use other libraries with a preference for the Agoura Library. The Agoura Library was praised 14 times in response to various survey questions. Several comments attributed non-use to lack of availability of materials and use of online resources.

“We recently visited the Agoura branch and found it much more appealing. This is very sad to me. I would prefer to enjoy our hometown library.”

	#1	#2	#3
Under 12	Buy Books 50%	Use another library 50%	
13 to 18	No time 51%	Buy Books 33%	Use Internet 33%
19 to 24	Inconvenient location 66%	Use Internet 33%	Use another library 33%
25 to 44	Other response 65%	Use Internet 18%	Use another library 18%
45 to 64	Other response 59%	Use Internet 27%	Buy Books 14%
Over 65	Other response 42%	Use Internet 38%	Buy Books 33%

Table 6.2 Reasons for Non-Use of Library Segmented by Respondent Age Group

“Although I may not use all these offerings myself,

I do feel it's important that these options are available to our community who benefit from them.”

Question 8: Which of the following are important to you?

Highest ranked for importance was “Clean, welcoming facility” with 77% of all respondents selecting this. It should be noted a higher percentage of respondents selected “Children’s Programs” than the number of respondents with children. Question 8 received 86 additional responses. 19 responses referred to homeless individuals and/or safety. “Audiobooks” (4), “Friends’ bookstore and sales” (9), and “Library service to the west end of Malibu” (2) were also included as “Other.”

“Although I do not have children, I do like that the library offers these programs.”

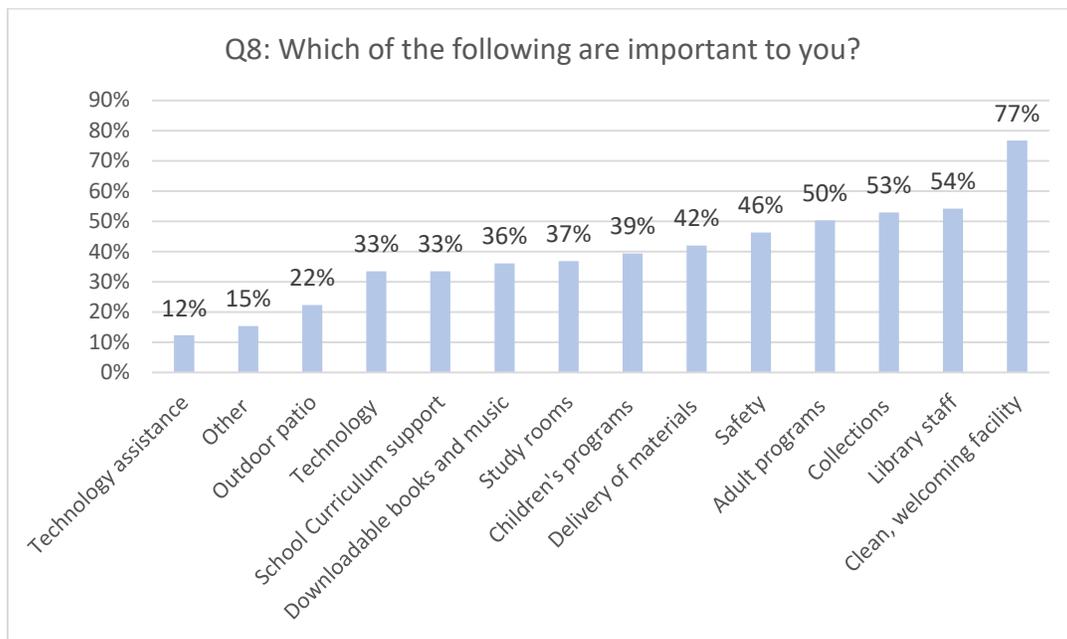


Chart 6.5 Ranking of Important Features

	Under 12	13 to 18	19 to 24	25 to 44	45 to 64	Over 65
Technology assistance	50%	15%	0%	7%	10%	16%
Other	0%	7%	0%	13%	20%	15%
Outdoor patio	50%	36%	0%	29%	21%	14%
Technology	0%	58%	25%	35%	31%	24%
School curriculum support	50%	44%	75%	42%	38%	15%
Downloadable books & music	0%	36%	0%	40%	39%	31%
Study rooms	0%	69%	100%	34%	32%	28%
Children's programs	0%	21%	50%	69%	42%	29%
Delivery of materials	0%	27%	0%	36%	42%	54%
Safety	50%	48%	50%	65%	50%	29%
Adult programs	50%	30%	50%	31%	58%	61%
Collections	0%	42%	50%	52%	53%	59%
Library staff	0%	38%	25%	60%	54%	60%
Clean, welcoming facility	50%	71%	75%	86%	77%	75%

Table 6.3 Ranking of Important Features Segmented by Respondent Age Group

"I have abundant resources... so grateful for the library for those that have less"

Question 9: Overall how do you rate the library?

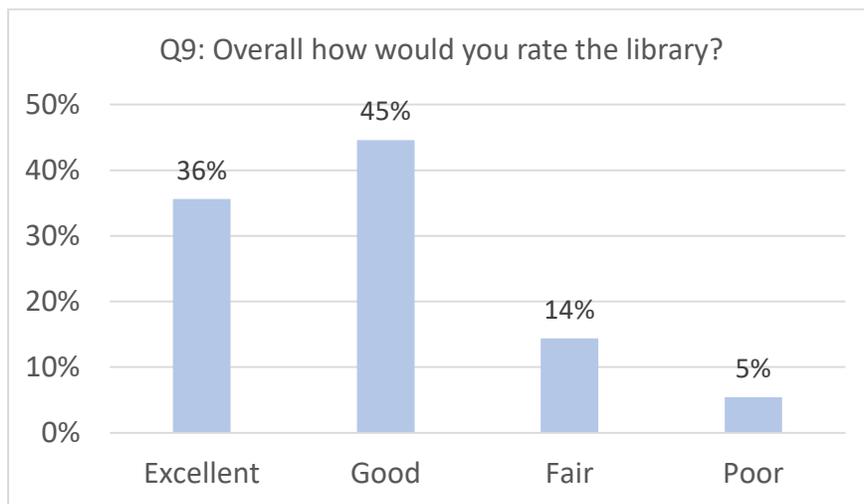


Chart 6.6 Overall Library Rating

"I think the Los Angeles County Library System is wonderful, the jewel of the county"

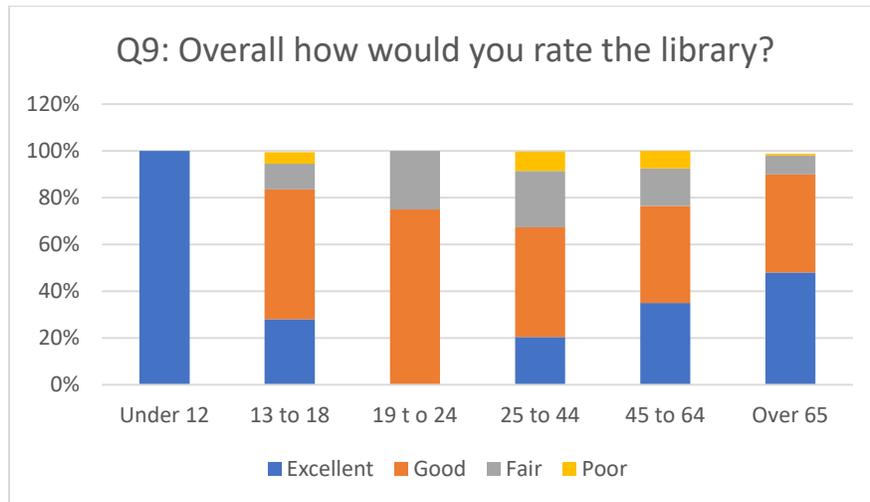


Chart 6.7 General Library Rating Segmented by Respondent Age Group

81% of all respondents rated the library either excellent or good. Seniors, youth and teens have the highest level of satisfaction with the library. This is supported by the many compliments scattered through the additional comments. Respondents noted staff, the Friends’ Bookstore, collections, Library Speaker Series, and other County Library services.

“If we go we run in and run out.”.

Question 10: Which enhancements would increase your satisfaction with the library?

Top ranked for the survey were “Collections” and “Adult programs.” Teens were most interested in “Meeting spaces,” an “Innovation center,” “Technology,” and “Group Study Rooms.” Older adults were most interested in “Collections,” “Adult programs,” and “Art and exhibitions.” Adults aged 25 to 44, those most likely to have children at home, were interested in “Children’s programs,” “Expanded collections,” and an “Innovation Center.” This question received an additional 165 responses, which included issues with the homeless and safety (58); the need for a branch in western Malibu (4); and many respondents requesting additional collections including new books, audiobooks, and DVDs.

“I would LOVE for the library to provide gallery space for local artists, as the library used to do before the remodel. Also, it would be great if the library had meeting space for classes.”

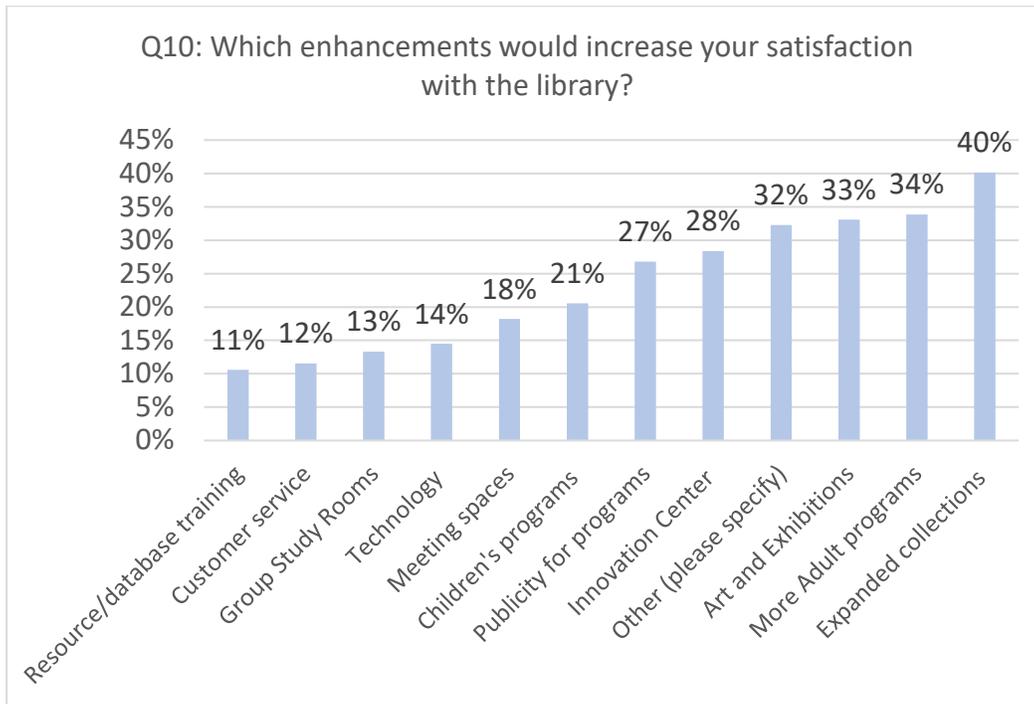


Chart 6.8 Ranking of Requested Service Enhancements

	Under 12	13 to 18	19 to 24	25 to 44	45 to 64	Over 65
Customer service	50%	16%		14%	12%	8%
Expanded collections	0%	32%	67%	42%	38%	47%
Children's programs	50%	4%	33%	52%	21%	11%
Resource/database training	0%	7%		6%	11%	15%
Publicity for programs	0%	19%	33%	29%	28%	29%
More technology	0%	35%		12%	9%	14%
Innovation Center	0%	35%	33%	43%	29%	17%
More adult programs	0%	12%	33%	19%	40%	45%
Group Study Rooms	0%	47%	33%	10%	9%	4%
Art and exhibitions	0%	30%		18%	37%	30%
Meeting spaces	0%	42%	33%	8%	15%	15%
Other (please specify)	0%	9%	33%	44%	39%	27%

Table 6.4 Requested Enhancements Segmented by Respondent Age Group

	Under 12	13 to 18	19 to 24	25 to 44	45 to 64	Over 65
Customer service	50%	16%		14%	12%	8%
Expanded collections	0%	32%	67%	42%	38%	47%
Children's programs	50%	4%	33%	52%	21%	11%
Resource/database training	0%	7%		6%	11%	15%
Publicity for programs	0%	19%	33%	29%	28%	29%
More technology	0%	35%		12%	9%	14%
Innovation Center	0%	35%	33%	43%	29%	17%
More adult programs	0%	12%	33%	19%	40%	45%
Group Study Rooms	0%	47%	33%	10%	9%	4%
Art and exhibitions	0%	30%		18%	37%	30%
Meeting spaces	0%	42%	33%	8%	15%	15%
Other (please specify)	0%	9%	33%	44%	39%	27%

Table 6.4 Requested Enhancements Segmented by Respondent Age Group

“Pairing the library with Pepperdine and the high school to do joint projects for the community. For example, collecting an oral history of Malibu and the surrounding communities.”

Question 11: Which collections would you like to see enhanced?

There were 167 responses to this question. The full list is included in Appendix VIII.

In addition to audiobooks,³¹ there were many requests for DVDs, children’s books, travel, gardening, downloadable, local history, current releases, manga, Malibu local authors, and just more books in general.

“Idk, just more newer books in general”

Question 12: If you selected expanded programs, which programs would interest you?

There were 131 responses to this question. The full list is included in Appendix VIII. Overwhelmingly the requests were for more speakers and lectures, classes on environmental topics, local topics, health and wellness, cooking, and programs for older children.

“Children's programs - more anime classes - possibly a series of anime classes and/or making graphic novels; drawing classes, cooking classes; movie making classes, computer programming classes; classes on the history of Malibu. Adult programs - cooking classes; classes on orchids, gardening, etc.; classes on helping kids safely navigate social media; Photoshop 101...”

³¹ Audiobooks were requested 40 times in various survey questions.

Question 13: How do you typically find out about library programs?

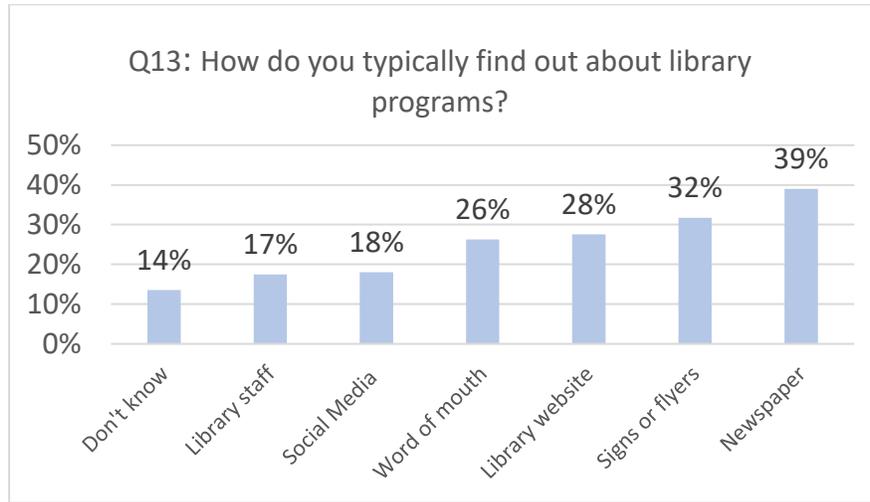


Chart 6.9 How Respondents Learn About Library Programs

	Under 12	13 to 18	19 to 24	25 to 44	45 to 64	Over 65
Library website	50%	17%	67%	25%	31%	29%
Social media	0%	6%	33%	24%	21%	17%
Newspaper³²	0%	6%	0%	25%	47%	54%
Word of mouth	0%	37%	67%	24%	24%	24%
Library staff	50%	14%	33%	16%	14%	23%
Signs or flyers	0%	26%	33%	49%	27%	33%
Don't know	0%	36%	0%	14%	9%	8%

Table 6.5 How Respondents Learn About Library Programs Segmented by Respondent Age Group

"I truly love the programs but sometimes I don't find out about them, I think perhaps more utilization of email to notify patrons of an upcoming program would be great.

Question 14: Looking forward and thinking outside of the box, please share any additional ideas.

This question received 258 responses. Responses covered a wide range of topics from dealing with the issues of homelessness,³³ remodeling the facility, adding programs, adding collections, library needs of middle schoolers, hours of operation, school collaboration, more speakers, and a great interest in Malibu-centric information. These comments are included in Appendix VIII and in the following summary of community input.

³² Newspaper was also the highest ranked source in the Parks and Recreation Master Plan with 62% selecting this as their source for learning about Recreation programs.

³³ In total, homelessness received over 200 individual responses in the survey.

What the Community Said

In addition to the survey, comments were received at the town hall meeting, the City Council Library Subcommittee meetings, Working Group meetings, and via email. Additional written comments are included in Appendix VI.

Facility

The library facility received many comments in focus groups, staff meeting(s) and the survey, including:

General - It is noted to be small and antiquated, dark, uncomfortable, in need of ventilation, noisy, and looks closed. Public use library space was not increased in the renovation. Collection space was decreased. Renovate to transform the library for the 21st century.

Patio - The patio is not inviting and rarely used. Add a coffee bar to the patio.

Landscape – Landscape looks incomplete, environmental learning landscape requested, demonstration gardens, fund a predominately native drought-tolerant, pesticide-free butterfly/pollinator garden to surround the Malibu library.

Teen Area - The teen section is not inviting; Rarely used; Group study room is poorly ventilated.

Children - Children's area should be separated, removed from adult computers, to contain noise and for safety; Children's play area is too small and overcrowded.

Visibility - The entrance is hidden; The signage is not visible from the street; Replace the sign; Move the entrance so that it is more obvious.

Security - Line of sight is not good for security guard; Comfortable seating near the windows is obscured by the stacks which encourages "camping out."

Noise – The open floor plan creates acoustical issues. The HVAC system in the community room is so noisy, one community member reported that she was unable to hear the speaker over the noise of the ventilation system.

Requested enhancements included: Study cubicles, group study rooms, an art gallery, community club meeting locations, coffee bar on the patio, a makerspace, more comfortable seating, improved landscaping, security guard station, sign for Friends' Bookstore, and larger exterior identification sign.

Hours

In general survey respondents and community participants are satisfied with the hours of operation which are very generous and supplemented by the Set Aside Funds. 6% of survey respondents and one e-mail correspondence cited inconvenient hours as a reason for non-use requesting additional hours. The additional comments were generally appreciative of the expanded hours with a few comments requesting additional early morning hours, most notably on Sunday when the opening coincides with the busiest time at the Farmers Market making parking a challenge.

Community Awareness and Library Publicity

Several comments requesting services that are already offered supported the request for more information about library programs and services. Suggestions included more email on upcoming events. 27% of survey respondents indicated that increased publicity for library programs would increase their satisfaction with library services.

General

General comments from the public included skepticism that a library in a community is warranted, that libraries are archaic, and that only taxpayers should be able to use the public library. Others praised staff, programs, collections, and the County Library. Keeping a focus on more traditional library services, this comment was provided:

“I would love for Malibu to eventually have a Maker Space, but improving safety, and upgrading the website, search engine are key initial elements that need improvement at the Malibu Library, and county-wide. Keeping a diverse, eclectic and interesting range of print books and resources remains essential.”

Collections

Supporting the traditional role of libraries, 73% of survey respondents indicated that books and media were the primary reason they use the library. Library users cited a limited selection of audiobooks and not enough e-books. As with the 2005 survey respondents, bestsellers were a heavily requested improvement. In general, the community requested “more books in the stacks.” The Arkel Erb Collection was praised. Needs of specific groups, e.g., pre-teens, 4th and 5th graders, homeschoolers, teens were identified, as well as special topics of interest including gardening, travel, and a high-quality collection of locally relevant material. Online resources were praised. Requests included the ability to renew OverDrive and to add the resource, Kanopy. The children’s books were noted to be “old and tired” and in need of refreshing. Enough information was shared to provide guidance for future collection development.

A community member has requested via email and at both the town hall and Library Subcommittee meetings that the City investigate the possibility of locating a law library collection or satellite (annex) in Malibu citing the number of legal professionals in Malibu, the upcoming Santa Monica College academic programs in Administration of Justice, and the long distance to the nearest County Law Library.

Local Interest Malibu-Centric Programming

Tremendous interest was expressed in “all things Malibu” from books, speakers, programs, historic photographs, and local artists’ exhibits. This was also raised at the Library Subcommittee meeting with a recommendation to implement a second speaker series featuring only local authors. Email correspondence requested gallery space for local artists as was formerly available in the library before the 2010 renovation. Among the program recommendations in the survey responses were a local authors’ forum; presentations by local talent and local businessmen; performances by local musicians; and lectures on local topics including geology, surfing, mountaineering, the ocean, environment, and gardening. Interest was expressed in a collaborative project with Pepperdine University to create an

oral history archive. Seniors requested more access to historical photographs. The lack of an active Historical Society was also noted.

Community Building

Community members expressed a desire for the library to be a community gathering place. One survey respondent noted, "It could be a hub so to speak of everything Malibu, traffic updates, crime reports, weather, events, both at the library and other places. Garage sales, sort of a mash up of Craigslist, NextDoor, and Malibu Times and Surfside News, Park Services, Sheriff's Info, Fire Dept. with more info on things at the Senior Center." Another suggested that the library could bring together people with similar interests (meet.com) providing a venue to meet locals and learn together. It doesn't look like library is trying to facilitate this. The need for a community center with multi-generational activities was identified in the 2012 Parks and Recreation Master Plan and this need was reiterated during the Library Needs Assessment.

Expanding its role as a lifelong learning center, a survey respondent offered that "The library would be a great place for experiential learning or facilitating others that are interested in learning the same thing."

Location

The library's location (Inconvenient location) was the reason for non-use by 13% of survey respondents. Some of these respondents indicated that they don't live in Malibu. Others noted that they live closer to Agoura. The need for a library satellite in western Malibu was raised in 10 additional responses in the survey, by several individuals at both the town hall meeting and in the Working Group, and in comments received via e-mail. Suggestions for service to this area of the City included putting the bookmobile back in service, renting space, collaborating with the schools, and purchasing land to build a second library on the west side. Members of the Working Group shared that the demographics have shifted with half of the City's residents now living on the west side.

Another limitation to the location was noted to be the vacant County facilities on the current site which have created the opportunity for a homeless encampment. As noted in the Demographics section on Homelessness, the recent Greater Los Angeles Homeless Count has shown a shift from the west side of Malibu to the library and civic center area. Other community members are optimistic that a presence by Santa Monica College will revitalize the area and bring a critical mass of people to the location.

Adult Services

Adult programming is one of the largest draws to the Malibu Library. Adult programming has increased from 11 programs offered in 2012-2013 to 51 in the most recent year. Total attendance at adult programs has increased nearly 300% from 721 to over 2,000 attendees in five years.

The Malibu Library Speaker Series received rave reviews from almost all survey respondents. Several suggestions included a second speaker series featuring local Malibu speakers, particularly authors.

Some residents are critical of the program offerings noting that there are "Zero learning events geared toward someone in their 30s and 40s who is computer literate other than toddler and baby events." Additional comments included the high percentage of programs for children versus those for adults with nearly triple the number of programs for children.

Presenting high quality programs of interest to the community is one of the most valued services a library can provide to its community.

Among those requested are:

Concerts

Enrichment – Writing classes, photography, technology skills - tutorials for smartphones, Quick Books and Windows 10

Learning - Language learning, learning opportunities like the OSHER Institute, cooking classes which were the top rated program requested by members of the Harry Barovsky Memorial Youth Commission at the April 2018 meeting; and “My Big Kitchen” from Australia as suggested at the town hall meeting

Life Skills & Hobbies - Crocheting, sewing, makerspaces, how to budget, life skills classes

Local Interest - Speakers series from authors and those who work in areas that impact Malibu such as environmental pollution and climate change

Intellectual Stimulation - Any intellectual, social or cultural topics for speakers would be welcomed

Films – Films and documentaries on topics relevant to our community “as we no longer have a local movie theater”

Multigenerational Innovation – STEAM, Makers for Everyone, 3D printing;

“If there were a space for makers to collaborate and learn with public resources I would be there as much as I could. I would take my kids there too.”

Children’s Services

The number of children’s programs has varied based on staff availability. Many respondents requested “Way more programs for children.” Others were interested in programs on the weekends for working families. Hosting children’s programs early in the morning before the library opens was another recommendation. One parent suggested that programs at 3:00 pm were less successful as this time typically conflicted with naptime.

Among the children’s programs requested were: More anime classes, possibly a series of anime classes and/or making graphic novels; drawing classes, cooking classes, movie-making classes, computer programming, classes on the history of Malibu, book clubs, a youth speaker series, robotics, and more programs for pre-teens.

Story times are seen to be the staple, a core service, of the public library. One preschool director noted that children are often attached to the librarian storyteller and have fond memories of the children’s librarian. This was confirmed by members of the Teen Advisory Board who shared childhood memories of their library experiences. The turnover of the Children’s Librarians in Malibu has interrupted any connections that have been made and, in some cases, parents and children have followed that librarian to their new library location for story time.

The children’s collections are noted to be tired, worn, and in need of refreshing.

Teens

Teens use the current library infrequently. The teen area is noted as unappealing. Transportation from the middle school and high school is an impediment to use of the library. Suggestions included bringing more programs to the High School, the Boys and Girls Club, and putting a satellite library on the MHS campus. One community member asked if the new MākMō vehicles could make stops at locations other than the library, e.g., the Boys and Girls Club.

Friends of the Library

The Friends of the Library are praised for their support of the library through annual book sales and the bookstore in the library. The current board of the organization feels that they are well served in the renovated library. As major proponents and long-time supporters of the library, they share concerns about safety and visibility of the facility, and service to the westside of the City.

Chapter 7: Facility Assessment

Library History & Needs Assessment 2005

The Malibu Library was designed in 1963 and opened its doors in 1970 after several years of planning and construction. The building was the Library Service Area's³⁴ first library facility, replacing a bookmobile which had served residents of Topanga and Malibu with stops along PCH. A single-story, 12,500-square foot building with a basement occupied by storage for the County Court, and a three-bay bookmobile garage, the library remained as designed for nearly 40 years. During that time, 8,000 square feet was used for stacks and reader space, the community room occupied 840 square feet, and back of house support spaces utilized approximately 2,000 square feet. In addition to the spaces supporting Malibu Community Library services, the bookmobile garage occupied 1,100 square feet and the bookmobile staging area occupied approximately 200 square feet. The additional square footage was occupied by non-assignable elements including restrooms, storage, corridors, thickness of walls and mechanical and electrical service spaces.

The Library Needs Assessment completed in 2005 identified deficiencies in the facility including those that created difficulty in delivering library services. Based on County Library planning standards, the library had adequate square footage, but lacked sufficient technology to serve the needs of that time. The furniture was mismatched and uncomfortable. The service desks were inefficient and oversized. The meeting room did not provide audiovisual capability and was in dire need of renovation. The facility was marginally disabled accessible with non-compliant restrooms, no power assist for heavy doors, and paths of travel and aisles that did not meet accessibility requirements. The building was dark and dreary with natural light available on only one side.

The infrastructure for power, data, and WiFi were inadequate and as the library moved into the second decade of the 21st century, it was unable to meet the technology requirements. The shelves were overcrowded with a print collection of over 100,000 volumes on shelving designed for 60,000 to 70,000 volumes. Collections, e.g., picture books and easy readers, were shelved inappropriately high for the intended audience. The poor lighting made locating books in the stacks difficult and provided impossible tasks for the book shelvees.

It was noted by the public in 2005 that the library lacked adequate signage to identify it from the street and that it often appeared to be closed.

Following the 2005 Needs Assessment, the City began a process resulting in a major renovation of the existing library. The current library, now with 16,530 square feet dedicated to library services, opened its doors to the public on April 22, 2012.

³⁴ The Malibu Topanga Library Service Area (LSA) existed prior to the incorporation of the City in 1991. As an unincorporated area, library service was provided by the County Library as it continues to do today.

Library Renovation

Following the \$6 million renovation, the library opened its state-of-the-art, LEED Gold-certified building. While the project originally included an interior renovation and an exterior renovation, the interior renovation was completed, but the exterior was not due to budget constraints. The patio, some landscaping, and egress with disabled were completed. The façade was clad with multi-color blue Trespa panels and light tubes (solar tubes) were introduced into the roof. The roof was replaced as part of the renovation. The main entrance door was replaced and power assist for entrance (not for exit) was added. A large operable window wall (Nanawall) was added at the south elevation leading to a patio.

The renovated library showcases Malibu's rich history with photos from the historic archive and features Malibu's sand, sea, and sun culture in its interior design motif. Playful murals and artifacts celebrate the surf culture in the Teen area. A signature porcelain tile art piece in the early childhood area features the marine life of the area. The form of the family restroom is reminiscent of a historic Malibu lighthouse. The lobby is graced with a mosaic tile replica of the Adamson House carpet. Historic photos are used as murals in a lobby area formerly used as an exhibit space for local artists.

Building Program

The building program included a sale area for the Friends of the Library, two public service desks, a community room to seat 100 with full media capability, upgraded restrooms, and a floorplan organized by population served. The collection capacity in the building program was for 120,000 items including books and media. The actual capacity is 70% of the program or approximately 85,000 volumes. There are 15 adult PCs, six children's PCs, three teen PCs and four Early Literacy Computers, which is 12 more than in the original building program. There are also four end-panel catalog stations.

Reader seats are lounge chairs near the window wall and oversized tables for six created by joining large tables for four with access to power and data on the worksurface, provided through floor boxes.

There are two service desks, one for customer service and one for information/reference services. The former has sightlines to the entrance and the latter has sightlines to the open public area.

When a project involves a renovation, there are often surprises along the way. The ideal floor plan is sometimes just out of reach. Having been planned 13 years ago, this project reflects service models, customer expectations, and resources to house and deliver that may have changed in the intervening years. Like good retail and merchandising space, libraries have become nimble at recreating their facilities to meet changing needs.

Facility Evaluation

General Organization

With the entrance where it is currently located, the community room, the restrooms, and the customer service desk are well-located. The Friends' store occupies prime real estate and enjoys a high level of foot traffic. The recently added security guard sits at a makeshift station outside the Friends' store with sightlines blocked by the new book display. The security gates, which include the people counter, are on

the inside of the lobby after one passes the entrance to the community room. Program attendees who do not visit the library before or after a program do not get counted in the gate count.³⁵

Access to the restrooms requires being “buzzed in” by staff at the Customer Service Desk, which is a long-standing County Library requirement

The Community Library Manager’s office is adjacent to the Customer Service Desk and the single Group Study Room. Outside these two rooms is the Teen area. A central organizing path of travel contains the bulk of the adult seating, a small Information Desk, print release station, and book display. This central aisle is flanked on one side by 90” high shelving housing adult collections. The other side of the central aisle houses the children’s area toward the entrance of the building and more adult collections on 90” high shelving toward the south end of the building. Adult seats along the window wall are obscured behind 90” high shelving units in the southeast and southwest corners of the building.

Problematic adjacencies in this configuration include the relationship of the Teen area to the adult computers, the location of the newly designated all gender unisex restroom (formerly the family restroom) in the Children’s area, and the location of the adult seating relative to Children’s collections.

The space distribution leaves an excessive percentage of the square footage in the “back of house” with the inability to allow public use/public access to this portion of the facility.

Comments on individual areas follow:

Entrance

The current entrance is disabled accessible for customers entering the library. There is no power assist option for those leaving the library and though the door might be considered to be light enough to open, Malibu’s senior population and parents with strollers and an armload of books might consider this a desirable feature.

Meeting Room

The Meeting Room is undersized for many of the library’s programs. It has a tired, worn out look, needing new carpet, paint, and small repairs. The HVAC system in the room is noisy; program attendees often complain that they are unable to hear the presentation. The podium is very heavy to move. The meeting room does not have adequate light controls with the panel located at the front of the room. There are ongoing issues with the A/V presentation system and compatibility issues with specific programs and operating systems.

Staff and Support Services

The staff and storage areas are generously sized and if a renovation is contemplated, repurposing space to public use should be studied. The Friends have a valuable storage and sorting room. There are issues with the staff entrance which has no overhang for inclement weather and requires staff to be buzzed in.

³⁵ See page 27.

Service Desks

Both customer service desks are well located but require some ergonomic adjustments. Further the PC monitors block staff at the Customer Service desk so the first thing patrons see as they enter the building is a monitor blocking the Library Aid's face. The public perceives this to be unfriendly and hampers staff from serving as greeters.

Children's Room

The Children's Room is not acoustically separated from the rest of the public spaces. The PCs occupy too much of the space and are rarely used. The shelving is the appropriate height for the collections housed and their intended audience. The early childhood area is undersized for the number of children and parents who attend programs or visit there. The parent-child oversized seats are not comfortable. The printer in the children's room is not required.

Collections

The Adult stacks are 90" high, which provide for greater capacity but unfriendly high shelves. With the current number of holdings, the shelving allows space for another 10,000 to 15,000 on-shelf volumes if both top and bottom shelves are utilized. The infrequently used mountaineering collection occupies 48 shelves in the public area and four bays of compact shelving.

Technology

The teen and children's computers are rarely used. The adult computers are not as heavily used as anticipated and there are no longer waiting periods to use the computers. The adult computers are directly in the line of sight when families enter – and sometimes patrons are viewing pornography or other things that could be perceived to be offensive.

All the public PCs are housed on large, oversized workstations. Too many print release stations occupy a large footprint. The end panel catalog stations are oversized. The County is (or has) replaced all photocopiers with smaller units containing point of pay features, eliminating the need for three separate pieces of equipment.

There are no power charging stations (power towers) and desktop power sources do not meet the needs of the number of reader seats. Lounge seats do not have tablet arms for use of personal devices.

Reader Seats

A large portion of adult seating is at oversized tables that seat six or eight. These tables rarely have more than three, and more likely two occupants at a time, reducing the quantity of available seating by more than half. There are no single carrels, private study booths, or single person study tables. There is one group study room which is located adjacent to the Teen area and the Library Manager's office. The adult lounge seating is located along the window wall and much of it is obscured from view by the high stacks. The lounge seats receive heavy use and have already been reupholstered due to wear.

Group Study Room

The library has one group study room, which is insufficient for the number of requests for quiet and/or group collaboration space. The study room is plagued with temperature and climate issues and poor ventilation which causes the odors from the room to pass into the Library Manager's office.

Patio Plaza

The patio is rarely used for either leisure reading or for events. In the past four years, the library has only offered one program on the patio, which has no shade cover, is hot, and is plagued with ants.

Recommendations for facility improvements are included in the Findings and Recommendations chapter.

Chapter 8: Needs Assessment Findings & Recommendations

Findings and Recommendations

Findings: General

Many of the issues raised during the Library Needs Assessment are citywide issues and, as such, should be addressed by the entire community and not in individual silos. These findings and recommendations are called out with possible public or private partners, including City departments, private enterprise, social service agencies, the school district, library support groups, and others. As a community, Malibu excels at community engagement and opportunities should not be missed to seek a broader solution to issues identified as library-related.

Malibu Strengths and Weaknesses

Community-wide issues that were raised during the Library Needs Assessment include: traffic and transportation issues; lack of activities for teens; lack of a movie theater or other entertainment venue; lack of a bookstore; shortage of meeting spaces for community clubs; need for library service and community facilities to residents of the west end of Malibu; issues raised by homelessness; need for art and cultural venues; need for greater outreach; heavy interest in Malibu history, art, environmental topics, entertainment, business, and “all things Malibu;” need for multi-generational activities; length of commute time for many residents; and difficulty with staff recruitment and retention due to location, property values, and high rental costs.

Community strengths raised during the Library Needs Assessment include: high level of volunteerism; community’s ability to deal with adversity; residents’ problem-solving skills; great interest in local history and culture; significantly high property tax income and ability to fund desired services; good schools; Friends’ used bookstore; support of Boys and Girls Club; services provided through contract with Los Angeles County; and strong desire for learning experiences and enrichment programs.

Populated by a highly educated community, the public showed great interest in the library study and offered many valuable suggestions for enhancing library service.

Citywide Needs

Parks and Recreation Master Plan

The 2012 Parks and Recreation Master Plan ranked a multi-generational community center as one of the City’s greatest needs. With no indoor event space currently available in the City for large events, the City needs a multi-generational Community Center with a gym, community gathering area, multipurpose rooms, and indoor event space to house programs for the entire community. These needs should be addressed simultaneously with a shared solution to be considered as Library Community Centers have become increasingly popular. Successful examples include the Almaden Community Center in San Jose and two in planning stages in Larkspur, California and the Saugus area of Santa Clarita. For the library to

proceed without acknowledging the findings of the Parks and Recreation Master Plan or for Community Services to proceed without incorporating the community's library service needs would be a missed opportunity.

Cultural Arts Report

In 2012, the Arts Task Force published a City of Malibu Cultural Arts Report, "Strengthening Community through Arts and Culture,"³⁶ which provided a timeline and immediate, short-term and long-term recommendations to strengthen cultural arts options in Malibu.

This need for a visual and performing arts center was noted in both the 2005 Library Needs Assessment and in the 2012 Parks and Recreation Master Plan, which ranked the need for a visual and performing arts center #10.

In 2011, when the new City Hall opened it included, a state-of-the-art Civic Theater, which provides a venue for meetings, lectures and performances in a state-of-the-art theater setting. The new City Hall also includes space for art exhibits, which have continued to be of the highest quality since City Hall opened. As recommended in the Cultural Arts Report, "to facilitate the use of cultural spaces at Malibu City Hall by reviewing and approving rotating exhibitions of art by local artists to be displayed in the City Hall gallery space, as well as creating opportunities for City-supported arts events in the theater." The report outlined long range plans for a bricks and mortar cultural arts center in Malibu and opportunities for collaboration with the library and other City organizations including "One Book, One City" programming, a Malibu City "Poet in Residence," and cross promotion among City departments, e.g., utilizing the Parks and Recreation Department Quarterly Newsletter.

Service to the West End of Malibu

There has long been a dialogue about library and community services to the west end of Malibu. Traffic, limited access routes, shifting center of population, location of schools and other factors have been noted as factors which limit access to the west end residents. Noted as a need in the 2005 Library Needs Assessment, the issue of service to the west end of Malibu remains. A satellite library in Point Dume was closed many years ago. The bookmobile service to Malibu and Topanga residents was discontinued as the library renovation project proceeded and the new Topanga Library opened its doors in 2012, the same year as the renovated Malibu Library. Needs have been identified in the Parks and Recreation Master Plan and the report of the Cultural Arts Task Force both released in 2012.

Library Services

Library service needs identified in 2018 and those which remain from the 2005 Library Needs Assessment include the following:

Improve collections

Improve collections was one of the highest ranked goals in the 2005 Needs Assessment and was rated the primary reason for library use by 73% of all age groups in the 2018 Needs Assessment survey.

³⁶ <http://malibuartsandculture.org/DocumentCenter/View/447/Malibu-Arts-Task-Force-Report?bidId=>

Collections received the third highest rank of importance for survey respondents with 53% selecting collections as important. 40% of respondents said that enhanced collections would increase their satisfaction with the library.

Information on current collection use is readily available. Turnover rate, which is calculated using holdings and circulation of materials shows that 11 of the 14 highest used collections are juvenile materials. Two of the remaining three are new adult non-fiction and new adult fiction. The seventh highest circulating item is audiovisual materials. By format, the highest circulating items are audiobooks (books on CD) at 3.78 circulations per year, DVDs at 2.9 circulations per year, and EB (early childhood, easy reader and beginning readers) at 2.30 circulations per year. Large print, at 1.01 circulations per year, is the second lowest circulating collection, which is unexpected due to the high percentage of senior citizens. Low turnover typically indicates a collection that is not appropriately matched to or too small for the size of the service population.

There is enough specific information provided by the community to develop a comprehensive collection development plan. Some collections need refreshing and replacement of tired and overused materials including picture books and early readers. Other collections, including film and audiobooks, received many requests for expansion. Specific topics for adult materials included travel, gardening, and best sellers, and specific topics for children included grade level materials (3rd, 4th and 5th grades), manga, and local history materials. In general, there was a great interest in all things Malibu, including non-fiction materials on topics of interest to Malibu residents, Malibu authors, Malibu history, and Malibu archives.

With enough vacant shelf space to increase the holdings, a concerted collection development effort could fill in the gaps. If well-selected, these items will circulate, leaving vacant shelf space for more collection enhancement. The City and the County Library should evaluate the Mountaineering Collection which occupies a large amount of shelving space, is little used, and belongs to the American Alpine Club. If the community desires an expanded popular collection, one must examine the benefit of using valuable shelf space to house a historic collection of mountaineering materials in an area where people generally do not go mountaineering.

While locally held on-shelf collections were noted to be important, the value of the County Library's ability to move collections between locations quickly and the availability of vast downloadable materials cannot be underestimated. Those residents who are aware of library services, such as OverDrive, offered praise. The need to further publicize these types of resources including audiobooks, e-books, and downloadable music was evident at the Library Subcommittee meeting when attendees were asked if they used OverDrive.

Issues³⁷ with the inability to renew OverDrive items, long wait lists, limited number of copies, and assigning a specific number of copies to Malibu residents are topics the County Library should report back to the community. Publicizing these resources at various commission meetings or school venues would ensure broader community awareness of available resources.³⁸

³⁷ As raised at the town hall meeting on May 9, 2018.

³⁸ Downloadable music was requested specifically by teens who were unaware of services already available.

Technology and Equipment

The need for increased technology has shifted in recent years as library users increasingly have portable personal devices. Hard-wired desktop equipment is used less frequently, but expectations are for fast, reliable WiFi, ample power sources, and high-end printing and scanning equipment. Additional technology equipment needs include equipment to support STEAM programs and makerspaces such as 3D printers and other equipment ranging from sewing machines to laser cutters and soldering guns. The public expectation is that the library will support equipment to foster collaboration and discovery.

Expand Programs

Suggestions to increase and enhance programs was offered by all age groups. With no movie theater, bookstore, or community center, residents look toward City-sponsored programs to provide entertainment, intellectual stimulation, cultural and arts experiences, and opportunities for community building interaction.

The extremely popular Malibu Library Speaker Series, which was inaugurated in 2013, attracts between 120 to 160 attendees at each event. Other library programs such as Storytime and family place activities are extremely popular. Teen programs have lower attendance with transportation issues related to the location of Malibu High School but enjoyed higher attendance when they were located at the Boys and Girls Club.

Requests from the community for additional programs included: cooking classes, sewing, gardening, school support, arts and theater events, musical events, expanded children's programming, programs for older children, programs for teens as an alternate to athletics, family events, and multi-generational events. Multi-generational events are important community building tools and can include activities ranging from STEAM activities to engaging older adults as storytime readers.

Potential partners for some of these programs, such as book signings and author talks or a film series, no longer exist since the bookstore closed several years ago and the movie theater closed in 2017.

Library programs require enough staffing to plan, organize, publicize, set up, present, and evaluate. As noted above (and below), the Malibu library staff is stretched with four full-time staff members to cover 58 open hours a week. Two staff are required to open and close and two need to be off during a weekday to cover Saturdays. Offering programs on the weekends would require a third staff member on duty to cover service desk needs and lunch breaks. ³⁹

Mobile Collections and Services

As noted in the Library Services section, Los Angeles County Library is expert at moving materials and has recently developed considerable expertise in moving services to where they are needed. The County Library has always been nimble in relocating collections as ethnic populations shift to other locations. Materials are regularly delivered from one community library to another as they are requested by individuals. Three bookmobiles deliver collections to remote areas that do not have easy

³⁹ Note that similar sized jurisdictions with 58 open hours have 4 to 9 FTE. La Crescenta (6 FTE); Topanga (4 FTE/no reference desk coverage); Manhattan Beach (7 FTE); Diamond Bar (6 FTE); AC Bilbrew (6 FTE); and Lawndale (5 FTE).

access to library facilities. A 33-foot-long bookmobile can deliver 2,500 volumes to residents at a convenient and regularly scheduled bookmobile stop. Beyond the physical movement of collections, the County Library's vast digital resources allow customers to download e-books and audiobooks via OverDrive and other resource providers.

Programs can also be mobile, moving library class visits to the schools or providing after-school enrichment at the high school or Boys and Girls Club when staffing permits.

Logistically it would seem that it is easier to move one individual to a remote location than to bring 30 to the library, but the Malibu Library does not currently have enough staff to support 58 hours a week of library operations or the flexibility for staff to be offsite for several hours.

In a community where transportation is problematic, mobile service to convenient locations may be the most cost-effective way to deliver services, but this is not possible without additional staff.

MākMō and Reading Machines

MākMō vehicles are a new delivery system to support makerspaces and promote Science, Technology, Engineering and Math (STEM)⁴⁰ programs. These vehicles will travel throughout the County with regularly scheduled stops and offer programs at community libraries. There are currently two MākMō vehicles serving the North Region of the Los Angeles County Library.

The County Library's newest service, inaugurated in 2018, is a mobile outreach van called *Reading Machines*, which delivers early literacy and STEAM (science, technology, engineering, art, and math) based activities outside library walls. The Reading Machine librarians visit licensed home daycares and preschools to lead Storytime and give early childhood service providers tools and resources to enhance their interactions, storytelling, and STEAM explorations. The visits include the lending of Storytime Kit and STEAM Kits, with developmentally appropriate early literacy and STEAM activities to enhance children's learning opportunities. There are currently two Reading Machines serving the entire County Library.

In addition, *Reading Machines* also deliver pop-up early literacy, early intervention, and play programs as they travel to locations often frequented by parents, including health clinics, Women, Infants, and Children (WIC) offices, outreach events, parks, teen parenting programs, housing projects, and custody hearings at family courts.⁴¹

Creating a Positive Library Experience

The renovation of the library was designed to create a library that would attract Malibu residents, create a sense of civic pride in the City's library, and foster a sense of discovery and lifelong learning in a positive environment. Some of the goals noted in the 2005 Needs Assessment were to create "special spaces" for various age groups, to increase technology to address wait time, and to add requested collections to decrease waiting lists and wait time. A full-time teen librarian was hired to engage the

⁴⁰ STEM (Science, Technology, Engineering and Mathematics) and STEAM have been used interchangeably with STEAM including Art as the fifth component.

⁴¹ See <https://lacountylibrary.org/reading-machines-hit-the-streets/> for further information.

teen population. A goal of the renovation was to create an environment where community members would “want to spend time.” Unfortunately, recent events and the perception that the library has become a haven for homeless individuals have converted the library back to its “grab and go” status for many community members.

Staffing

Self-service technology was introduced in the 2012 renovation with self-check machines, self-service reserves and holds, and streamlined public service desks. Use of self-check machines has declined recently and some community members have lamented the former personal connections they shared with library staff. As noted above, with 58 hours of operation, even maximizing staff efficiency makes increased programs and services, publicity, collaboration with schools and social service agencies, and participation in City events problematic since efficiencies impact the work of library aides and assistants, but not necessarily the work of the librarians.

Improve Current Facility

The renovation substantially improved the current facility, but the challenges of a renovation, the incomplete exterior work, and changing library service models and customer needs have left issues with the renovated library that need to be addressed. The current library cannot deliver many of the services requested by today’s library users.

Increase Output Measures

Another goal of the 2005 Needs Assessment was to increase library use by the community. Use increased slightly when the renovation was completed but has recently fallen below 2004 levels in many areas with declining attendance, circulation, reference use and other output measures. Program attendance continues to be high.

Recommendations

The following recommendations are based on the Needs Assessment findings. In many cases decisions made will drive other decisions. In some cases, there is further study required to assess implications and possible costs (*italicized text*) and will require the assistance of architectural/engineering professionals, County Library staff, local historians, and school personnel will move forward if the Library Subcommittee and Malibu City Council choose that specific option. It is noted below where questions remain to be answered, recognizing that this document is a Needs Assessment and not a Master Plan. Like the Cultural Arts Report, guidance is provided with the intention that the City can move forward based on the identified needs.

Public Relations

The goal of public relations is to increase the public's awareness of the library's services, to increase use (output measures) of these services, and to increase the community's presence in the library creating a critical mass of library visitors. Recommendations include:

- *Increase visibility of library from the street, including replacement of directional signage and monument signage with cost estimate developed*
- Further exploit Web 2.0 to increase public relations for library programs, collections and services through social media, NextDoor, print publications, and heavily trafficked City websites
- Increase library presence and cross-promote at local events, including Chumash Days, Chili Cook-Off, CineMalibu, Malibu Arts Festival, if additional staff is available
- Continue collaboration with schools to identify resources available to school aged population and educator community
- Focus on developing a strong brand for the Malibu Library using the new County Library logo branding and service initiatives
- Update links on City websites to include new County Library URLs and graphics
- Publicize regularly scheduled library programs and services at the Library's signature events, such as the Malibu Library Speaker Series
- Conduct open houses and/or provide information packets for real estate agents, teachers, teens, new residents, if additional staff is available
- Work with the County Library's new Outreach Coordinator
- Create a marketing plan and conduct marketing assessment of existing programs

Increase Programming

Programming is noted to be one of the main attractions to library use, but programs are staff time intensive in planning, publicizing, execution and evaluation. Some community members noted that they are unaware of programs. The number of staff and issues with staff recruitment and retention makes sustaining regular programs difficult. The goal of increased programming should be to provide the community with robust program offerings to meet lifelong learning, intellectual curiosity, and entertainment needs while increasing library attendance and promoting library services. While the

demographics⁴² support increased use of volunteers for library programs, the number of volunteers has declined in recent years and the library notes that it is difficult to recruit new volunteers.

Recommendations include:

- Increase publicity for library programs (see above)
- Host appropriate and successful Community Services programs in the Library Community Room,⁴³e.g., Computer workshops, Mahjongg, cartooning, Tai Chi, Emeritus College Modern Poetry and Modern Autobiography, to draw new audiences to the library
- Review extensive list of community requests for additional programs and evaluate cost versus attendance return on investment
- *Review equipment, ongoing costs, and other requirements for most requested programs including cooking classes, makerspace, and demonstration gardening*
- Recruit volunteers from abundant local talent for library programs, e.g., SAG members frequently serve as Storytime readers on a regular basis at other community libraries
- Recruit volunteers to assist in program set-up⁴⁴
- Recruit volunteers to assist in program publicity
- Participate in citywide volunteer recruitment or *budget one FTE position to manage library programs, logistics and program publicity, volunteer recruitment with cost for FTE identified;*
- Regularly evaluate the success of programs and phase out those no longer well-attended
- Utilize principle of mobility for programs with specific audiences, e.g., relocate teen programs to High School (when possible) or Boys and Girls Club, or to Senior Center for senior interest programs
- Offer programs that are available from the County mobile equipment, such as STEAM on the MākMō⁴⁵ and preschool Storytime via the Reading Machine
- *Address the question posed at the Library Subcommittee meeting of whether the MākMō can also provide service at alternate locations, e.g., MHS or Boys and Girls Club*

⁴² High level of volunteerism and older population with more free time to volunteer.

⁴³ Regularly scheduled library core programs which occur weekly occupy the Community Room approximately 20% of operating hours. The Community Room generates approximately \$1,000 annually from rentals.

⁴⁴ The number of volunteers has decreased from 6 to 4 in the last five years.

⁴⁵ Explore mobile location options, including MākMō visits to MHS, Middle School, Boys and Girls Club

Technology

Technology was one of the largest draws to the Library in 2005. It is currently noted by only 10% of Library Needs Assessment survey respondents as their reason for using the library. Use of PCs has declined and fixed-in-place PCs, print release stations, and copy machines occupy a high percentage of public space. Recommendations include:

- Reduce the number of adult PCs and repurpose the space
- Reduce the number of children's PCs and repurpose the space
- Remove the teen computers and add a large communal table for laptop use and collaboration
- Reduce the number of print release stations to one and repurpose the space
- Add charging stations (power tower) for personal devices, cellphones, etc.
- Feature new STEAM collaborative learning technologies via the MāKMō or a makerspace mobile cart in the library
- *Provide STEAM collaborative learning technologies in remote locations, e.g., Malibu High School (when possible) and Boys and Girls Club*
- Purchase two (2) bay laptop vending machines at approximately \$60,000 each with 24 laptops to replace removed desktop PCs for potential savings of 1,000 square feet of public space

Collections

Use of the library's collections increased when the shelf-sitters were weeded. The Library staff has tried to meet the community's request for eliminating use of top and bottom shelves, which is incompatible with requests for expanded collections. Recommendations include the following:

- Increase audiobooks
- Evaluate the large print collection
- Publicize Books by Mail program
- Continue to educate and inform the public of free available digital resources, such OverDrive
- Continue to publicize interlibrary loan of County-owned materials
- *Consider offering optional delivery site, including a pick-up location in the west end of Malibu with further study of options available (see following section)*
- Address specific community requests to enhance collections, as possible, and create a long-term collection development plan that reflects the needs of the Malibu community
- Replace and refresh tired and worn out volumes, such as those in the children's collections
- *Budget .5 temporary FTE to prepare collection development plan with cost identified for collection development and FTE*
- Continue to weed the collection to increase turnover rate
- *Evaluate the appropriateness of housing the Arkel Erb Mountaineering collection reviewing the original terms of the grant*
- Purchase collections to be housed at schools and Boys and Girls Clubs for curriculum support, special studies, etc.

- *Evaluate the appropriateness, necessity, and cost of a law library satellite housed in Malibu with consultation with County Library on staff requirements and potential cost, and/or possibilities for use of Pepperdine resources without student ID and password access. Information pending*

Everything Malibu

Noted in community participation and the Arts Task Force report to be of major interest to the community is preservation and presentation of Malibu historical and cultural resources.⁴⁶ With the rich history of the area and the number of talented and successful individuals in residence, Malibu residents have much to celebrate about their community. Recommendations include:

- Ensure proper climate control and security for all local resources
- *Collect writings by Malibu authors - project includes identification and procurement of items, out of print searches, and coordination with County Library collection development personnel*
- Collect primary sources on the history of Malibu, many of which are currently available through the Cultural Arts Commission (see website)
- Collaborate with Adamson House Foundation and other organizations to create historic records;
- Serve as a clearing house for current information about the City of Malibu
- Coordinate said activity with City staff or coordinate volunteer efforts;
- Provide a location for Malibu artists' exhibitions (if possible) or provide publicity for exhibits in other City locations, such as City Hall or future community center
- Offer programs on Malibu history and culture
- Provide remote programs or curriculum supplements to students on Malibu history and culture;
- Engage volunteers to organize materials or *Fund .5 FTE position to create local history archive and identify cost of FTE or California State Library grant funds available for local history projects. Coordinate with local historians*
- Utilize compact shelving installation in Malibu Library back of house to provide secure climate-controlled environment for local history materials⁴⁷ or vacate storage space in former bookmobile bay and create climate-controlled local history space with limited or supervised public access;
- *Identify local history materials currently in other locations and purchase secure, fireproof cabinets for historic photographs and other valuable documents*

Facility

The Malibu Library facility is unable to meet service needs for current library users even with the major 2012 renovation completed. Relocating the entrance to the patio/street side will create opportunities to review the interior organization, relocate program elements, and complete minor renovations and

⁴⁶ Note that the County Library does not support local history archives with either personnel or space. This being a County Library facility, any space dedicated to local history would need to be approved by the County Library. County Library staffing could not be assigned to local history archive responsibilities and volunteers working in the County Library facility would require the same level of clearance as other volunteers.

⁴⁷ Note that this recommendation depends on the housing of the Arkel Erb Mountaineering collection which currently occupies half of the compact shelving.

refurbishments. Discrete, quickly accomplished projects have also been identified and can be planned and completed until a major renovation is completed. Examples of these would include a refurbishment of the Community Meeting Room, reorganization of the Children's Room with replacement of furniture and shelving or refurbishing the Teen area.

Recommendations include:

- Approve expenditure of funds for architectural/engineering services to establish scope and cost for exterior work including relocating the main entrance to the street side, landscape, redesign hardscape, provide shade at front area
- *Address the question of responsibility for the hardscape/landscape around the existing library and if exterior renovation is approved, explore possible partnerships in environmental design, e.g., demonstration, low water, native planting*
- Approve expenditure of funds for architectural/engineering services to establish scope and cost for interior renovation and needed library facility enhancement to meet service requirements including group and quiet study spaces, security issues, separation of Children's Room, access to back of house and interior improvements to Community Room, staff workspaces, and all public areas

As part of this scope:

- Create a detailed building program
- Define purpose of patio if entrance is relocated
- Explore possibility of limited or controlled public use of currently inaccessible back of house spaces, e.g., Malibu archive, makerspace, event space
- Address sightline issues
- Address issues with staff entrance
- Design security station
- Install new sign for the Friends of the Library Bookstore
- Increase staff visibility to customers
- Redesign public service desks to include seating for patrons to sit and complete forms for card registration
- Address issues with staff workstations, counter heights, clearances, etc.
- Explore option to expand the Children's preschool area
- Increase shelving for Children's fiction
- Replace parent-child seating in Early Childhood area
- Remove all redundant or little used technology and repurpose user space, e.g., excess public use PC stations and support technology
- Replace percentage of public PCs with laptop vending equipment to save space
- Replace percentage of oversized user tables with multiple single occupancy stations, study pods or study bubbles
- Upgrade mechanical systems to acceptable levels per information above including HVAC acoustical and ventilation issues

- *Install new building signage visible from the street, identify cost and source of funding*
- Schematically test option of lower shelving height(s) to find balance of collection capacity requirements with shelving height
- Refurnish the Teen area to meet current teen learning/study styles, remove PCs, create large collaborative workspace for teens. Engage assistance of Harry Barovsky Memorial Youth Commission
- Explore options of increasing public art display space
- *Refurbish Meeting Room, including new carpet, paint, media systems, storage door as discrete project and short-term project. Identify costs of refurbishment, timeline, and alternate location for library programs during renovation;*

Staffing Needs

With limited staff available and frequent vacancies, the City should evaluate long-term staffing options to meet the needs of the Malibu community. While some of the recommendations below will help with routine library transactions, collection management, and circulation, the issue of staff recruitment and retention should be addressed. The quality of library programs and collections depends on the number of professional librarians available to develop collections and programs. At a minimum, the number of FTEs should be reviewed per recommendations above.

- Increase use of self-technology by library customers
- Increase number of volunteers⁴⁸
- Participate in citywide volunteer recruitment
- Reassess back of house needs, workflow, and efficiency of staff operations
- Address issues with staff entrance

Service to Western Malibu residents

There are several options to explore for delivering library service to Western Malibu residents. The County Library is expert at delivering materials and services to its customers. Where there is no physical location available, vans and bookmobiles are employed to deliver collections and services. Frequently, a small satellite location is the most desirable solution.⁴⁹ Currently, three larger jurisdictions served by the County Library have two library branches – Norwalk, Pico Rivera, and El Monte.

A citywide long-term solution may lie in a community center that provides space for recreation, cultural arts, meeting space, and library services. A small satellite library could be incorporated in such a facility and there are many good examples of successful projects in this model. Staff cross-training, shared common facilities, restrooms, reception areas, security stations, parking and flexible multipurpose rooms will maximize the City's return on investment and create the multi-generational space that is envisioned in the Parks and Recreation Master Plan. The library component can be as small as lockers

⁴⁸ Although volunteer hours increased, the number of volunteers decreased from 6 to 4 in the recent 5-year period.

⁴⁹ The City of Houston developed the very successful Houston Express program some years ago to create small satellites ranging from 2,000 to 5,000 square feet to deliver core library services. These are located in commercial, government, and residential buildings.

for book delivery or as complete as a staffed location with reader seats, technology, collections, and program areas, which are shared with other community services. A new model library in a community center might contain a sophisticated makerspace and state-of-the-art Teen Center.⁵⁰ An accounting of all City needs from the Arts Task Force Report and Parks and Recreation Master Plan studies would generate a menu of activities and spaces required to support them and identify opportunities for shared space and staffing.

Building and staffing a second location would be the most expensive option with the longest timeline. Typically, a project like this takes five to seven years from beginning to key in the door. Funds from the Set Aside Fund could be used, but all facilities and properties would remain the property of the County and the MOU would require modification. The purchase of land with Set Aside Funds (or any County funds) is directed by the Los Angeles County CEO Real Estate Division (RED) and would require approval if the County Library approved the project.

In the short-term, the Malibu Library will likely close for renovation if the entrance move is approved. It has been suggested that, with the construction of the Santa Monica College campus on the site, it would be desirable to complete all construction at the same time to alleviate community construction fatigue.

There are several options to continue service during this period. A “grab and go” location for collection pick-up and drop-off can be created in the Civic Center or in a location on the west end. Library customers can request materials online and be directed to a pick-up location. Library programs can be offered in the Civic Center, in vacated school properties, or in a temporary facility located on the current site. Bookmobile service can be reinstated to provide service to residents in the Civic Center location and in Western Malibu, with stops along the way.

Another option which has been suggested is the possibility of a joint use with SMMUSD. At this time, only one County Library is located on a school campus, in Los Nietos. That library is not a typical “joint use” project; it is solely operated by the County Library. The library is built on land owned by the school district and is open to the school before and after regular library operating hours. During the school day when the public has access, it is not a closed campus.

Estimates of probable costs for several of these options are included in Appendix VII.

Implementation Schedule

Recommendations can be sorted into categories of immediate implementation, short-term implementation, mid-term and long-term projects. They can also be identified by magnitude of cost identifying those which have relatively little or no cost to those requiring significant capital expenditure. With the Library Set Aside Funds available, most of the above recommendations are within range. In some cases, dividing recommendations into individual projects provides the opportunity for completion without major disruption to library services. Short-term facility modifications should take into account possible major interior renovation and reorganization and should include furniture and equipment that can be reused or relocated.

⁵⁰ Parks and Recreation Master Plan 2012 calls for “some form of Teen Center.”

Specific costs for many recommendations can be identified with assistance of the County Library, e.g., cost of reinstating the bookmobile or cost of MākMō van services. Others will depend on long range plans for the existing library. For example, work on mechanical systems may require major interior work, which could be accomplished as part of an interior refurbishment but would be disruptive as a standalone project.

Immediate projects are identified that would require no additional staff and could commence immediately. Many of these could be accomplished in a relatively short period of time while others, such as weeding and refreshing collections, would require an ongoing commitment. Short-term projects could be completed on a relatively brief timetable but may require planning or coordination with County Library or other City Departments, e.g., relocating Community Services programs to the library community room.

Mid-term projects require a longer timeline or an ongoing commitment and may involve the addition of paid staff. Some, such as the Malibu Library Speaker Series, would be evaluated and approved on an annual basis.

Long-term projects require significant capital commitment, a longer planning timeline, and coordination with other City or Library improvement projects, e.g., improving the HVAC system as part of library interior renovation.

Temporary expenses might include a part-time librarian for collection development, a part-time staff member (or consultant) to develop a marketing plan, or a part-time librarian or archivist to set up local history resources.

Recommendation	Timeline	Cost
Continue to weed collections	Immediate	-
Cross-promote events at City events	Immediate	\$
Develop strong library brand utilizing new County Library logo and branding	Immediate	-
Exploit Web 2.0 to increase public relations	Immediate	\$
Increase collaboration with schools	Immediate	-
Publicize library programs and services at Library signature events	Immediate	\$
Reduce number of adult PCs, repurpose space, purchase new furniture	Immediate/ Short Term	\$\$\$
Reduce number of children’s PCs repurpose space, purchase new furniture	Immediate/ Short Term	\$\$\$
Reduce print stations, repurpose space, purchase new furniture	Immediate/ Short Term	\$\$\$
Update links on City websites	Immediate	-
Utilize Los Angeles County mobile program vans	Immediate/ Short Term	unknown
Conduct marketing assessment of existing programs	Short Term	\$
Conduct open houses, create welcome packets	Short Term	\$
Continue to inform public of free digital resources	Short Term	-
Continue to publicize interlibrary loan program	Short Term	-
Increase publicity for library programs	Short Term	\$
Increase use of self-service technology	Short Term	-
Locate Community Services programs in Library	Short Term/ Mid-Term	-
Evaluate Library signature collections	Short Term	-
Purchase collections for Boys and Girls Club and schools to support curriculum and special studies	Short Term	\$\$
Purchase laptop vending machine to replace desktop PCs	Short Term	\$\$\$
Recruit program volunteers from abundant local talent	Short Term	-
Recruit volunteers for program set-up and public relations	Short Term	-
Relocate program offerings for specific audiences, e.g., to Malibu High School, Boys and Girls Club	Short Term	\$\$
Replace building identification sign	Short Term	\$\$
Work with County Library’s new Outreach Coordinator	Short Term	-
Add charging stations, power towers	Mid-Term	\$\$\$
Address community requests for enhanced collections, including development of a long-term collection development plan	Mid-Term	\$\$
Address issues with staff entrance	Mid-Term	\$\$
Budget 1 FTE position to manage library programs, logistics, publicity, volunteer recruitment	Mid-Term	\$\$\$
Collaborate on oral history project with Pepperdine University	Mid-Term	Unknown
Collect Malibu primary source materials	Mid-Term	-

Collect writings by Malibu authors	Mid-Term	-
Consider options for delivery site, including a pick-up location in Western Malibu	Mid-Term	Unknown
Develop building program for interior space reorganization	Mid-Term	\$\$
Engage library architect to plan interior renovation	Mid-Term	\$\$\$\$
Fund .5 FTE to create and manage Malibu historical and cultural archive or seek grant funding for this FTE	Mid-Term/Temporary	\$\$\$
Fund programs requested by students to be held at MHS or other locations; e.g., SAT study, resume assistance, college applications	Mid-Term	\$\$
Ensure proper climate control for all local history resources	Mid-Term	\$\$\$
Continue Malibu Library Speaker Series		\$\$\$\$
Purchase secure, fireproof cabinets for historic photographs and other valuable documents	Mid-Term	\$\$
Reassess back of house needs, workflow, efficiency of staff operations	Mid-Term	Unknown
Redesign staff service desks	Mid-Term	\$\$\$
Refurbish Meeting Room including new carpet, paint, A/V system replacement, storage door, HVAC noise issues	Short/Mid-Term	\$\$\$\$
Refurnish Teen Area	Short/Mid-Term	\$\$
Regularly evaluate program success	Mid-Term	
Reinstate bookmobile service	Mid-Term	\$\$\$\$
Remove storage space in bookmobile bay to create climate controlled local history space, or	Mid-Term	\$\$\$\$
Remove storage space in bookmobile bay to reinstate bookmobile service ⁵¹	Mid-Term	\$\$\$\$
Reorganize children’s area, replace furniture, increase shelving, expand play space, remove PCs and print station	Short/Mid-Term	\$\$\$
Replace and refresh worn volumes	Mid-Term	\$\$
Replace furniture in reading area with more individual reader stations	Mid-Term	\$\$\$\$
Review equipment and related requirements for additional programs, e.g., STEAM, cooking classes, sewing classes, etc.	Mid-Term	\$\$
Review list of community requests to implement additional programs	Mid-Term	\$\$
Complete exterior renovation	Long Term	\$\$\$\$\$
Address need for library services to Western Malibu including participation in future planning for community center	Long Term	\$\$\$\$\$
Upgrade mechanical systems to address acoustical and ventilation issues	Long Term	\$\$\$\$

⁵¹ Note that not all bookmobiles “live” in a bookmobile garage. The two North Region bookmobiles live in a secure fenced area outside the Lancaster Library.

Appendix I: Participants

Malibu City Council Library Subcommittee. November 6, 2017

Jefferson “Zuma Jay” Wagner, Mayor Pro Tem
Laura Zahn Rosenthal, City Councilmember
Lisa Soghor, Assistant City Manager, City of Malibu
Elizabeth Shavelson, Assistant to the City Manager, City of Malibu
Jesse Bobbett, Community Services Director, City of Malibu
Kristin Riesgo, Community Services Deputy Director, City of Malibu
Melissa Stallings, Community Library Manager, Malibu Library
Linda Demmers, Consultant

Working Group #1. January 30, 2018

Lisa Soghor, Assistant City Manager, City of Malibu
Elizabeth Shavelson, Assistant to the City Manager, City of Malibu
Kristin Riesgo, Community Services Deputy Director, City of Malibu
Leah Cohen, Los Angeles County Supervisors West Valley Field Deputy and Caseworker
Pamela Conley Ulich, Resident, Former City Councilmember
Paul Grisanti, Malibu Chamber of Commerce
Steve Dryer, Malibu Chamber of Commerce
Melissa Stallings, Community Library Manager, Malibu Library
Gladstone Buckner, Regional Administrator, Los Angeles County Library
Peri Monte, Webster Elementary School Librarian
Emil Zordilla, Santa Monica College
Harriet Pollon, Friends of the Malibu Library
Linda Demmers, Consultant

Harry Barovsky Memorial Youth Advisory Commission. April 9, 2018

Collette Aldrich
Avalon Aragon
Rachel DeAngelis
Brayden Ekman
Jessica Ford
Crystal Graham
Quinn Graham
Grant Janov
Ryan Janov
Luca Moore
Sorin Moore

Takoda Moore
Morgan Perlmutter
Harley Rader

Friends of the Malibu Library. April 12, 2018

Kathy Sullivan, President, Friends of the Malibu Library
Mellissa Stallings, Community Library Manager, Malibu Library
Yvonne Tang
Marcia Loots-Serna
Carolina Maclay
Bonnie Saito
Susan Kelly
Robin Spivack
Harriet Pollon

Working Group #2. April 23, 2018

Lisa Soghor, Assistant City Manager, City of Malibu
Elizabeth Shavelson, Assistant to the City Manager, City of Malibu
Melissa Stallings, Community Library Manager, Malibu Library
Blake Clayton, Los Angeles County Supervisors West Valley Field Deputy and Caseworker
Pamela Conley Ulich, Resident, Former City Councilmember
Paul Grisanti, Malibu Chamber of Commerce
Patricia Burson, Director of Library and Learning Resources, Santa Monica College
Sarah Ryan, Librarian, Malibu Middle School and Malibu High School
Kathleen Sullivan, President, Friends of the Malibu Library
Harriet Pollon, Friends of the Malibu Library
Yvonne Tang, Friends of the Malibu Library
Susan Kelly, Friends of the Malibu Library
Linda Demmers, Consultant

Malibu Library Staff. April 20, 2018

Melissa Stallings, Community Library Manager
Gladstone Bucknor, Los Angeles County Library Regional Administrator
Melinda Gwyn
Ariel Carbin
Lisa Stange
Deborah Pierson
Rosa Bausman
Insley Julier
Aneliese Baral

Senior Center Drop-In. April 23, 2018

Elena Boulter
Ellen R. Covina

Maesha Maus
Vin Joshi

Malibu Town Hall Meeting. May 9, 2018

Jefferson “Zuma Jay” Wagner, Mayor Pro Tem
Lisa Soghor, Assistant City Manager, City of Malibu
Elizabeth Shavelson, Assistant to the City Manager, City of Malibu
Leah Cohen, Los Angeles County Supervisor Sheila Kuehl Field Deputy
Gladstone Bucknor, Los Angeles County Library Regional Administrator
Melissa Stallings, Community Library Manager
Kathleen Sullivan, President Friends of the Malibu Library
Sandy Peich-Selig
Joan Lavine
Pamela Conley Ulich
Shivani Patel
Susan Shreithati
Paul Grisanti
Elizabeth Anthony
Marianne Bema
George Goldfarb
Bianca Torrence
John Johannessen
Levi Cunan
Georgienne Bradley
Karen Farrer
Robert Short
Barbara Short
Robin Spivak

Library Drop-In Meeting. May 23, 2018.

Laura Zahn Rosenthal, City Councilmember
John Mazza
Joan Lavine
Patt Healy

Interviews

Laura Zahn Rosenthal (June 27, 2018)
Gladstone Bucknor (August 30, 2017)
Melissa Stallings (August 30, 2017)
Sarah Ryan (May 23, 2018)
Sarah Cunin, Director Gan Preschool (May 23, 2018)

Malibu City Council Library Subcommittee. August 27, 2018

PRESENT:

Jefferson “Zuma Jay” Wagner, Mayor Pro Tem
Laura Zahn Rosenthal, City Councilmember
Lisa Soghor, Assistant City Manager, City of Malibu
Elizabeth Shavelson, Assistant to the City Manager, City of Malibu
Mary Linden, Executive Assistant, City of Malibu
Kristin Riesgo, Community Services Deputy Director, City of Malibu
Melissa Stallings, Community Library Manager, Malibu Library
Gladstone Buckner, Los Angeles County Library Regional Administrator
Linda Demmers, Consultant

PUBLIC:

Pamela Conley Ulich
Ann Buxie
Ricardo Ybarra
John Mazza
Lottie Cherin
Scott Tallal
Patt Healy
Harriet Pollen

Appendix II: 2005 Library Needs Assessment Executive Summary

Library service is provided to the residents of Malibu by the County of Los Angeles Public Library (CoLaPL),⁵² one of the six largest libraries in the United States. Residents have access to over 8 million volumes, 84 community libraries, and shared technological resources. At the local level, the collections exceed per capita benchmarks, but are dated. The facility size exceeds County Library per capita benchmarks but suffers from deferred maintenance and is outdated. Library use has been low based on a number of factors, including the condition of the facility and collections, but also local transportation issues, remoteness of the area, and lack of public relations. The Malibu Library is supported by property tax dollars.

The Malibu Community Library has been plagued with staff turnover; the facility is in sore need of renovation; and collections have aged as funding for acquisition has decreased. Collection acquisition has suffered since the mid-1990s when the ERAF shift took away property tax dollars dedicated to libraries and reallocated those funds to address the State's severe budget problems. At the same time, State Public Library Fund (PLF) which had been used to purchase collections was drastically reduced. Collections have aged as the Library has been forced to make choices and limit the number of purchases.

In May of 2004, City Council concurred with the request of Councilmember Conley Ulich to engage the County in discussions about the financing of the library as well as operational challenges. In the summer of 2004, Malibu City Councilmembers Barovsky and Conley Ulich conducted discussions about the level of library service being provided to the residents of Malibu and the perceived inequity in the dollars contributed versus the service received. City representatives were appreciative of the benefits of county provided library service, which includes access to CoLAPL's vast collections, professional expertise, technology resources, and the network of community libraries, but there was concern with the level of service being provided at the local level as well as the antiquated physical plant.

The County Librarian agreed to address the financial issues and recommended CoLAPL and the City undertake a Needs Assessment which would determine the library service goals and enable CoLAPL to provide service more closely tailored to the community's needs. The goals were to identify community characteristics and assess the community strengths, weaknesses and needs as well as library strengths, weaknesses and needs. The study would identify community-specific service goals for the Malibu Library including as it relates to the physical plant of the Malibu Community Library and the service goals. Services goals become the basis for resource allocation – staff, the facility, acquisition budgets, and technology. The study was undertaken with the full support of County Supervisor Yaroslavsky and his staff. Library consultant, Linda Demmers, was engaged to work with the community, an Advisory Committee was appointed, and work began in earnest in February 2005.

The Needs Assessment process, which was designed for broad community involvement, included regular meetings of the Advisory Committee, a community survey, town hall meetings, stakeholder interviews,

⁵² Name changed to Los Angeles County Library in 2018.

focus groups, site visits facility and service analyses, and a comparative analysis of library service to similar jurisdictions. The goals of the original scope were exceeded, and the survey response was overwhelming due to the hard work of the Advisory Committee members.

The study includes an overview of demographics and trends, library services, schools and school libraries, and the results of extensive community input. The Advisory Committee met regularly with the library planning consultant providing valuable insight to the process. The service goals are the result of their vision for the Malibu Library.

Stakeholders represented a broad cross section of residents including City staff and elected officials, library staff, school personnel, parents, business people and loyal supporters of the library. Each of them brought with them a unique perspective on the strengths of Malibu; many of them echoing the General Plan's comment that Malibu is a "quiet small coastal town. A 'haven' for people who prefer a quiet small coastal town." One stakeholder noted it to be the closest most livable place near Los Angeles. Community strengths were noted to be the high level of volunteerism, generosity, natural beauty and open space, low crime, ability to overcome adversity and respect for diversity.

Community weaknesses were noted to be traffic, lack of public transportation, lack of activities for teens, movie theater, lack of meeting facilities, isolation and lack of available workforce. One interviewee commented "there is nothing for young people to do... the library should be really important."

The many social and community service agencies in Malibu provide evidence of the generous spirit of the residents. The Friends of the Library provides generously to the library book budget each year. PTA organizations support the schools and school libraries. Dozens of other organizations support environmental causes, support art and cultural endeavors, and provide service to the youth of Malibu.

All of the key demographic indicators for heavy library use are present – a highly educated population, a high percentage of residents over the age of 65, self-employed individuals, white collar workers with a long commute, and affluent residents with a high level of expectation of government services. The population of the area is growing more rapidly than most of the rest of L.A. County and the unincorporated areas are growing faster than the City. The household sizes are larger in the west end of the City, where the population is denser.

The demographic profile of the residents of Malibu, the geography, the social and civic service available to residents the retail and commercial operations which also provide service, and information gathered from the Needs Assessment all indicate that Malibu fits the profile for a community which needs a great library.

At its final two meetings, the Advisory Committee tackled the job of refining the library's service goals and developing an implementation strategy. The committee processed a vast amount of data and reached consensus on a series of goals, objectives, and activities. These goals have been developed into a series of immediate, short term, and long-term action items. Many of these are supported by CoLAPL's recently completed Strategic Plan which includes improved collection development procedures and development of "model" locations in various library sites.

In developing priorities and a schedule for improving library services, the Advisory Committee recognized the timeline for planning a new library or a new library venture with Santa Monica Community College District, the Malibu Arts Foundation, or other organizations could be many years long. They also recognized the current library facility is a tremendous asset. With 12,000 square feet of available space and accompanying parking, the value of this space in equivalent new library construction dollars is well over 6million dollars⁵³. A preliminary space plan indicates that with new shelving and interior reorganization, the current facility can comfortably accommodate the desired Homework Center, Children’s Story Time area, separate technology area for children, and a Teen Area.

With the knowledge of the complications involved in developing a new project and a building “with good bones” readily available for renovation, the Advisory Committee envisioned a scenario with a much shorter timeline. While the immediate and short-term activities recommend a renovation of the current facility, the Advisory Committee is clear that these must not preclude further investigation of service to the west end of town or investigation of the “dream library” which might be years away. While the community has additional needs for meeting spaces, technology centers, classrooms, art galleries and museums, the Advisory Committee did not want to delay the process and without a refurbishment, the current library cannot serve the program the community desires. The long range dreams are to remain on the front burner, but in the meantime, the committee has turned its immediate attention to the renovation of the current facility. Children grow up, teens move away, and for many accepting only the long-term solution is not acceptable. A generation of children without a good library experience can be a generation of readers lost. The refurbishment of the current facility or “extreme makeover” as it has been called, is not an end in and of itself, but a means to provide library services.

The plan endorsed by the Advisory Committee hinges on a major renovation of the existing library, making the necessary modifications to the interior and the purchase of furniture and equipment to serve the library program as envisioned by the committee and CoLAPL as they begin to implement their strategic plan. There is tremendous momentum in the community to address these issues.

In the front of everyone’s mind was the teen group connecting at the library, young children enjoying the authentic experience of a storyteller, the job seeker, youth unplugged, seniors working with children, and the potential for this library to be so many things to so many people.

⁵³ In 2004 dollars.

Appendix III: Goals and Objectives 2005 Library Needs Assessment

Goal 1: Improve Collections	Accomplished	Comment
Weed dated materials	Yes	
Coordinate with schools	-	Progress anticipated. Issues with library staff vacancies and school construction.
Popular library browsing area	Yes	Limited new book section
Improve reference collections	Yes	No longer relevant
Increase funding for collections	Yes	Set Aside Funds available
Goals 2: Increase Technology		
Increase use of self-service technology	Yes	Declining use in recent years
Increase number of public use terminals	Yes	Declining use in recent years
Add dedicated stations for teens and children	Yes	Rarely used
Offer workshops	-	
Add wireless access	Yes	
Add print release stations	Yes	Declining use in recent years. Occupies large spaces.
Goal 3: Expand programs		
Host/sponsor book clubs	Yes	
Increase children’s programs	No	Staff vacancies
Work with local bookstore to sponsor speakers	No	Bookstore closed in 2014
Improve public relation for programs	Yes	Active social media
Develop a library “signature event”	Yes	Malibu Library Speaker Series
Goal 4: Create a positive library experience for all patrons	No	
Decrease wait time for bestsellers	-	Wait time for downloadable books noted
Renovate library to create special spaces for children and teens	Yes	Teen area rarely used. Computers moved to adult section.
Decrease wait time for technology stations	Yes	Use declines
Increase public relations	-	
Expand staff orientation	-	
Increase acquisition of current materials		Book budget has varied in past five years. Number of items purchased between 3,000 and 4,900 annually. Budget supplemented by Set Aside Funds.
Add rental collections for immediate access	-	
Goal 5: Maximize staff efficiency		
Update all technology to working order	Yes	Progress
Utilize self-service for self-check and reserve pick- up	Yes	Use declining. Holds increased
Increase volunteering opportunities	No	Number of volunteers declined
Goal 6: Improve current facility		

Compact shelving in back room	Yes	Encourages long-term storage of materials
Increase shelf capacity	Yes	Space for additional collections post-weeding
Increase space efficiency with new matching size and shape furniture	Yes	Oversized tables are inefficient. Tables for four rarely seat four.
Create a market place	Yes	Small
Comfortable furniture	Yes	Required reupholstering within five years
Model environmental responsibility	Yes	Includes SOS (Sustainability, Oceans, Surfing) collection. Achieved LEED Gold status
Wireless technology	Yes	
Separate Teen Area	Yes	Underutilized. Consider different location
Playful Children's Area	Yes	
Improve signage	Yes	
Goal 7: Increase output measures		
Host community open houses	-	Unknown
Fact sheet for local realtors	-	Unknown
Include PR materials in local publications and welcome packet for new resident	-	Unknown
Outreach to schools at back to school or curriculum night	Yes	
Sponsor teen activities	Yes	Teen librarian hired in 2014
Increase children's programs	Yes/No	Depends on staffing which has been sporadic
Create signature programs	Yes	Malibu Library Speaker Series funded with Set Aside Funds
Goal 8: Attract young people		
Form Teen Advisory Board	-	Community Services has Harry Barovsky Memorial Youth Commission
Create a Teen Area	Yes	Underutilized
Create a Homework Center	No	Students note study groups meet in other locations
Collaborate with Malibu High School	-	Progress continued.
Create instruction program for middle school students	-	Unknown
Goal 9: Provide access to the library service to the entire community		
Meet ADA requirements	Yes	
Staff training	No	
Continue bookmobile service to Point Dume Area	No	
Explore satellite in expanded MHS library	No	

Explore shuttle service from MHS or Pt Dume Marine Science Elementary School for after-school activities	No	
Explore book return and delivery location at west side of Malibu	No	
Fund transportation for youth and senior citizens	Yes/No	City sponsors Dial-A-Ride.

Appendix IV: Harry Barovsky Memorial Youth Commission Meeting

Fourteen members of the Harry Barovsky Memorial Youth Commission met with planning consultant on April 9, 2018 and completed a brief questionnaire (see below.) They used smartphones and laptops to complete the online survey and were encouraged to ask friends to complete the survey. A discussion followed.

Question 1: What is the first word that pops into your mind when you hear the word library?

Books	5
Quiet Place to Study	4
Reading	2
Movie	1
Studying	1
School	1
Knowledge	1

Question 2: Do you use the Malibu Library?

Yes	7
No	7

Question 3: How often do you use the Malibu Library?

Once or twice a week	2
Once a month	2
A few times a year	1
Infrequently	1

Question 4: What do you do at the library?

Borrow movies and books	6
Homework/ Study	2
Read	2
Use study rooms	1
Speakers	1
Study with friends	1

Question 4: What do you like about the library?

Awesome to get things for free	2
Employees are lenient, helpful	2
Quiet study environment	2
Variety	2
Study room	1
Uninterrupted place	1

Question 5: Why don't you use the library?

- Not necessary because my home is quiet enough
- No access to Internet without parents' permission unless you are 21
- Only 10 free prints per day – can't consolidate limits for whole week
- Everything is on my phone
- Too far
- Don't need to
- Agoura is closer to my house
- If there were more things offered; e.g., tutoring, maybe I would
- Too quiet

Question 6: Did you come to the library when you were younger? Do you have any childhood memories of story time or other library activities?

	Yes	No
Attended when younger	13	1
Childhood memories	9	5

- Yes, I do. They were magical stories that I will remember forever.
- Yes. A lot of the activities they hosted we went to
- Yes. Storytime. Painting pottery plates for Fathers' Day
- Yes. The time we read The Giving Tree

Question 7: How do you prefer to get your information?

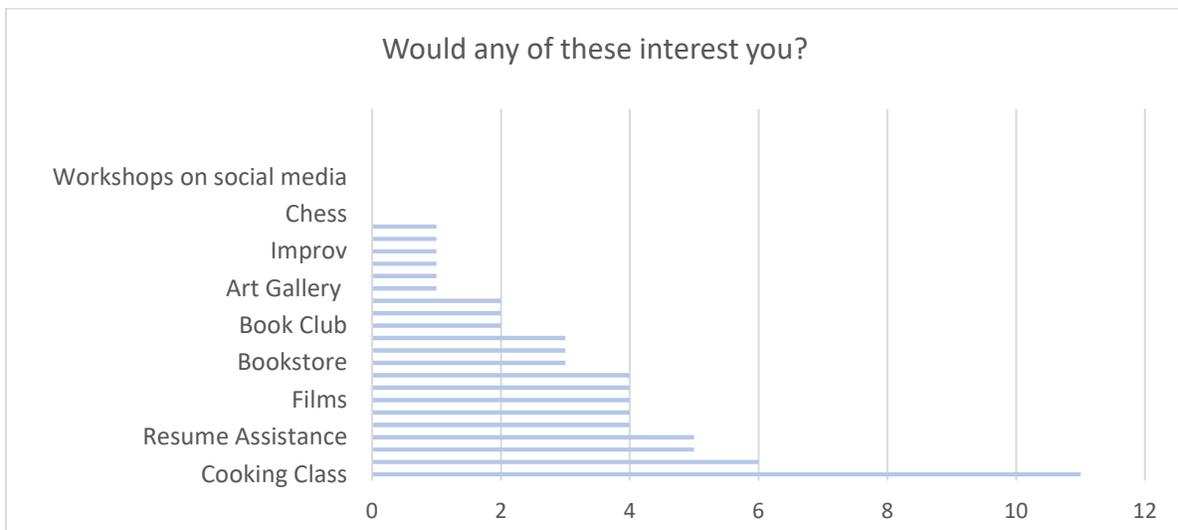
Computer, Internet, On-line	10
Buy books and do research	1
Useful resources from any source, but mostly on-line	1
Use books	1
Email	1
Phone	1
Person	1

Question 8: Do you belong to a homework club? Do you tutor someone or work with a tutor? Where do you meet?

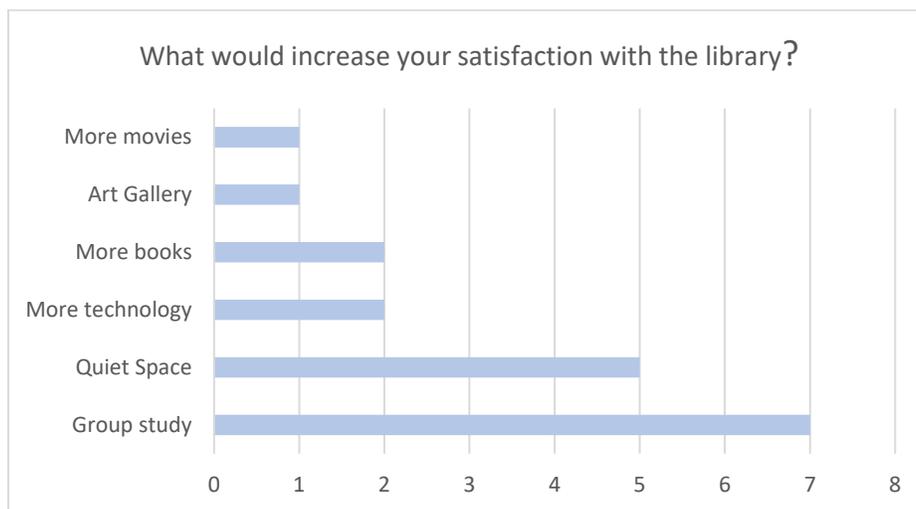
	Yes	No
Homework club	1	13
Tutor someone / work with a tutor	10	4

- Homework club meets at someone’s house, my house (6)
- Pepperdine or Agoura Library (1)
- Tutors meet on Internet (1), on-line via Skype (1), Boys and Girls Club (1)

Question 9: Which of the following would interest you?



Question 10: What would increase your satisfaction with the library?



Additional Comments:

- The library is awesome, and I am very thankful to have the opportunity to use their books and movies. One recommendation would be a larger movie collection. Soundproof music room.
- The library is a great place to study. Very quiet.
- Music that is downloadable would be nice
- Instead of having 10 free prints per day, have 70 free prints per week. We have practice testw that we can print out and use, but they're more than 10 pages!
- Multigenerational activities dealing with political activism such as making posters and organizing transportation.
- I think the library doesn't advertise enough to citizens and students in the community to let enough people know the readily available knowledge.
- I love the library. It's fun. It's awesome to get things there for free and that it is in good quality.

Appendix V: Citations

American Factfinder https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml

California State Library <http://www.library.ca.gov/services/to-libraries/statistics/>

California State Library. Lucas, Greg, California State Librarian. California Library Laws 2017. Selections from the California Codes and Regulations relating to public libraries, the State Library, and other library-related matters, in effect January 1, 2017. www.library.ca.gov/services/to-libraries/library-laws/

City of Malibu. Parks and Recreation Master Plan. Pros Consulting. 2012.
<https://www.malibucity.org/342/Parks-Recreation-Master-Plan>

City of Malibu. Survey on Homelessness. April 5, 2018. www.malibucity.org/homeless-survey

County of Los Angeles Public Library. Malibu Community Library Needs Assessment. 2005.

Malibu City Council. Library Subcommittee. Minutes of Library Subcommittee (various)
<https://www.malibucity.org/AgendaCenter/Library-17>

Appendix VI: Additional Public Comments on the 2018 Draft Needs Assessment Report

Comments regarding the Draft Library Needs Assessment were received via email from 10 individuals following the August 27, 2018 Library Subcommittee meeting and are summarized as follows:

The Malibu Library should create and properly maintain Malibu historical archives. The archives should include but should not be limited to historical photos. Malibu students should be given the opportunity to volunteer and provide hours of community service to help with this endeavor. The Malibu Library should try to partner with Pepperdine University on the creation and ongoing maintenance of the Malibu historical archives. Some Malibu archival materials have been misplaced or lost.

+++

There is a perception that the Library Needs Assessment is being rushed and pushed through. We need to insure that adequate opportunity is given to the community to move forward.

City should consider placing a library on newly acquired property on the west end of town.

+++

The Malibu Library should install a glass wall surrounding the children's and teen's areas to inhibit homeless individuals from wandering around, similar to what is installed in the City of Santa Monica Library. Malibu should hire a Children's Librarian on a full-time or part-time basis to promote child enrichment and safety.

+++

The Malibu Library should open a branch in western Malibu.

+++

The Malibu library is vital to our community. The services should be expanded. It is especially important that we have a good vibe library in Malibu.

+++

The Malibu Library should provide Law Library legal references and databases. The law research facilities located in downtown Los Angeles are too far away and, with the Los Angeles County Sheriff's substation, Santa Monica College campus and the number of law-related professionals, it would be a reasonable and important library improvement. Much of the Pepperdine Law School law library is restricted to students, faculty and staff use.

The Malibu Library should provide service to the west end of Malibu and its schools.

Not enough time was given to revise the August 2018 Draft Needs Assessment Report.

The Library Subcommittee meeting was held at 2:00 pm in the middle of the work/school day.

Library tax money should be spent promptly. Failure to do so is not fair or democratic.

+++

Speaker Series should include people from Malibu.

Increase staff salaries and provide bonuses to attract and retain staff.

Needs Assessment should include business plan for providing library services in western Malibu.

+++

The Malibu Library is a great resource. My wife and I order books on a regular basis and wander in to relax in the delightful environment.

+++

We need a Library on the west end of town where the majority of people live. Library funds should be spent on planting and maintaining a pesticide free, native educational garden filled with pollinator plants. The garden could be a teaching tool for kids and adults to learn about pollinators such as butterflies and the role they play in the ecosystem.

+++

Love the library. Would appreciate more e-books for middle school boys.

+++

The Malibu Library should have a community art gallery for groups like the Malibu Art Association to show their work.

Appendix VII: Estimates of Probable Costs

Bookmobile Service

There are currently no available bookmobiles to be relocated to service the Malibu Library Service Area. The bookmobile requires three full-time staff members (Library Assistant III, Library Assistant I, Library Aide). Two staff members are on the bookmobile when it makes its rounds. The number of stops ranges from one to four per day for existing bookmobiles depending on the distance travelled and the length of the stop. The operating costs do not change based on the number of stops. Space would be required in the library to house the collections (7,500 items) and three staff members. Bookmobiles do not need to be housed indoors. Secured outdoor parking is acceptable.

Purchase price of bookmobile:	\$350,000
Purchase of initial collection:	\$50,000 (Included in \$350,000)
Annual operating costs:	\$475,000
Annual collections:	\$35,000 to \$45,000

Satellite Library

A satellite library could range in size from 5,000 to 7,000 gross square feet (GSF) or larger. It could be smaller if incorporated into a community center with shared lobby, restrooms, storage, building servicing, and spaces. A freestanding library should be a minimum of 6,000 GSF if the expectation is that programs will be offered. This includes back of house space, collections space, meeting room, restrooms, and reader spaces. The average cost per square foot for recent Los Angeles County construction projects is approximately \$1,100 per square foot excluding land acquisitions and collection development. It can be anticipated, based on the cost for the Topanga Library that construction for a Malibu Library would be in the high end of the range. Additionally, a smaller project would not enjoy the economies of scale of a larger project. County Library standards require four dedicated parking spaces per 1,000 square feet of facility, substantially increasing the size of the parcel required. A large community room would increase the parking requirement.

Estimated construction cost without land and collections:	\$8,500,000 (7,000 GSF at \$1,200)
Collections (Open Day at 15,000 volumes)	\$525,000

The County Library currently operates over a dozen library facilities (Alondra, Bell, Bell Garden, Montebello, Cudahy, MLK Carson, East Rancho Dominguez, Hermosa Beach, Hawaiian Gardens, Palmdale, Gardena, Pico Rivera, South El Monte, and Wiseburn in Hawthorne) in this size range (5,000 to 7,215 GSF) with an average operating cost of \$125 to \$150 per square foot per year, which includes collections, maintenance, network services, staff, and County administration and overhead.

Estimated annual operating costs:

For 7,000 GSF at \$125 per year for 40 to 48 hours	\$875,000 ⁵⁴
For 6,000 GSF at \$125 per GSF	\$750,000

Staffing Costs

Hourly rates for staff including benefits (included in annual operating costs)

- Library Assistant III: \$51.56 per hour
- Library Assistant I: \$46.29 per hour
- Library Aide: \$26.66 per hour
- Librarian I: \$66.03 per hour

Two recently constructed County Libraries in the 7,000 GSF range are staffed by:

- 3 FTE Librarians
- 5 Library Aides
- 2 (or 4) Library Pages

⁵⁴ Note that these are rough estimates. Annual operating costs would be determined by the County Library and economies could be realized if staff are able to serve both locations. Figures are based on similar sized facilities with similar staffing.

Appendix VIII: Survey Data

Question 1: Do you live in the City of Malibu? This question received 594 responses.

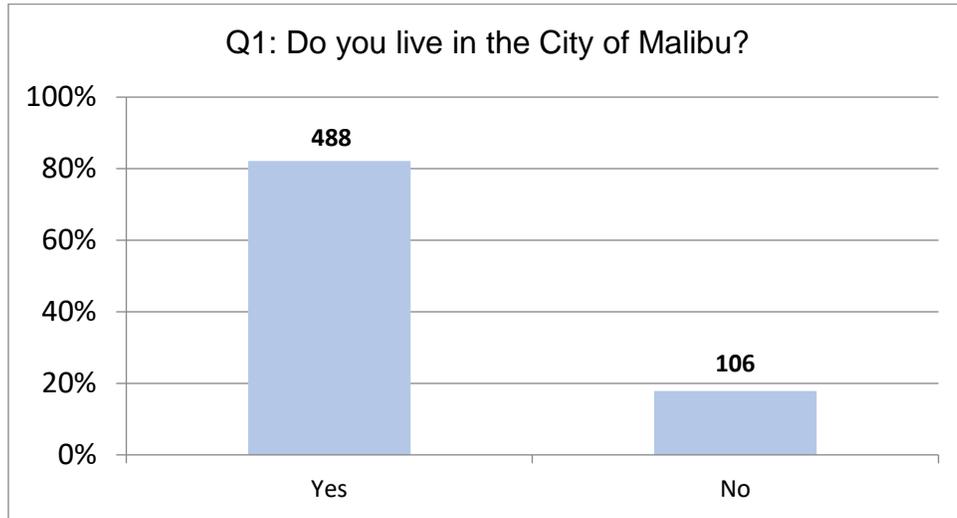


Table 1. Malibu Library Needs Assessment respondents' residence

Question 2: How old are you? This question received 601 responses.

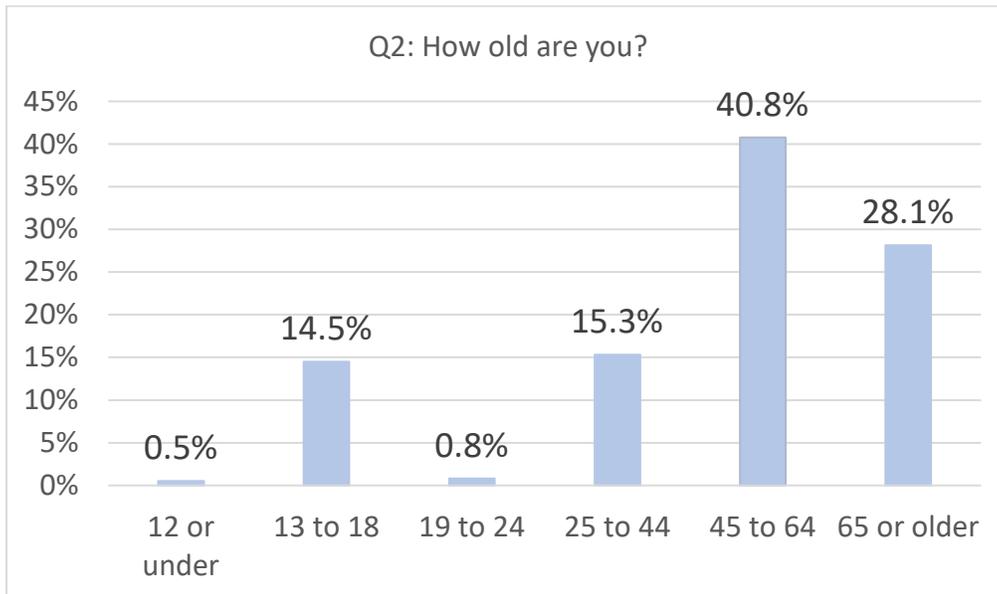


Table 2. Age profile of Library Needs Assessment survey respondents

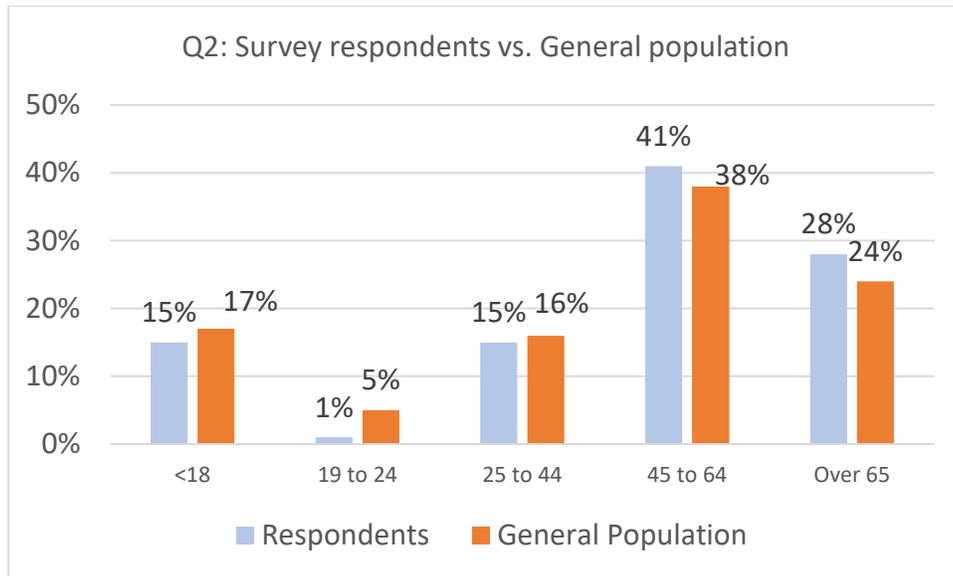


Table 2b. Respondents' age profile vs general population

Question 3: Do you have children under the age of 18 living at home? This question received 598 responses.

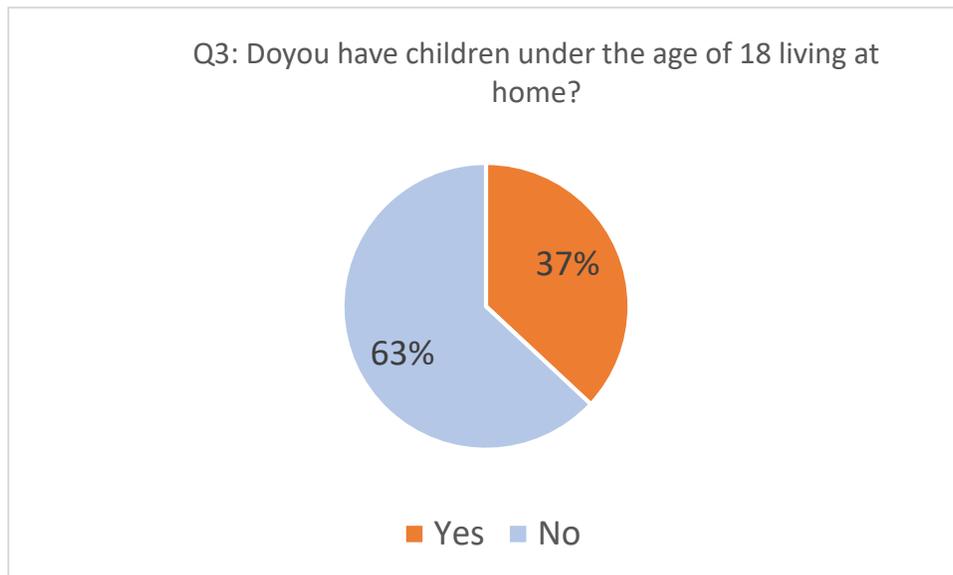


Table 3. % of Respondents with children under the age of 18 living at home

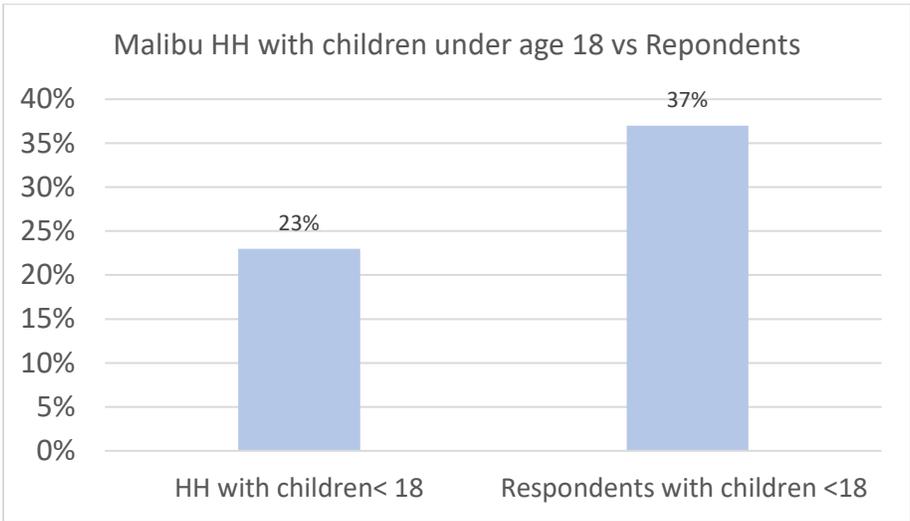


Table 3b. Respondents vs HH with children under 18 living at home

Question 4: Do you have a library card for the Los County Public Library? This question received 577 responses.

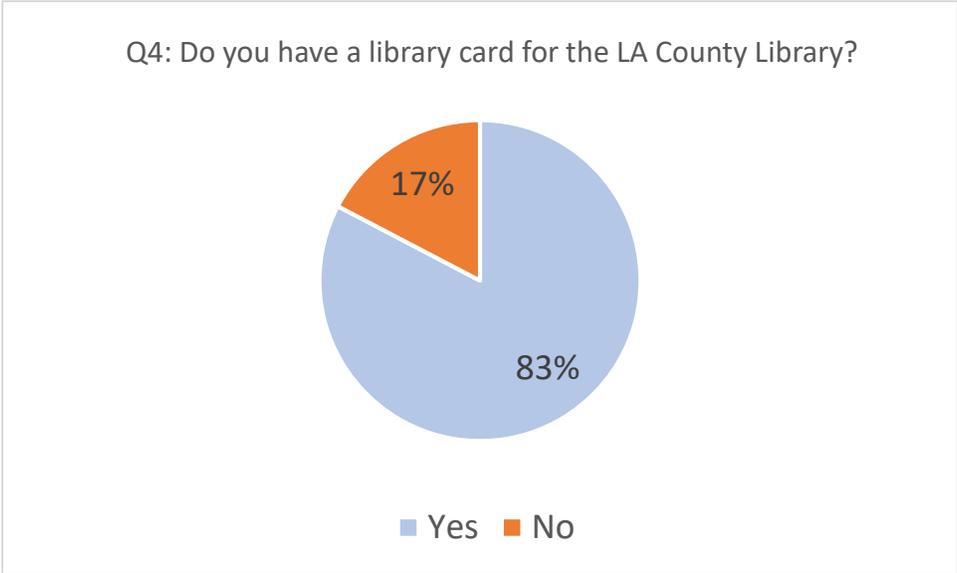


Table 4. Respondents with an LA County Library card

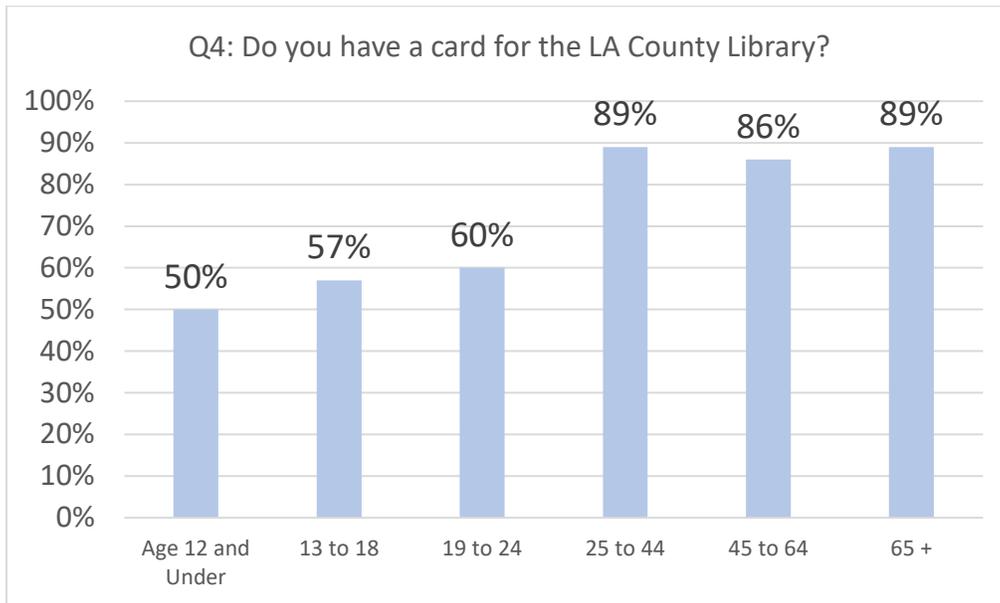


Table 4b. % of Respondents with an LA County Library card filtered by age group

Question 5: How often do you visit the Malibu Library? This question received 579 responses.

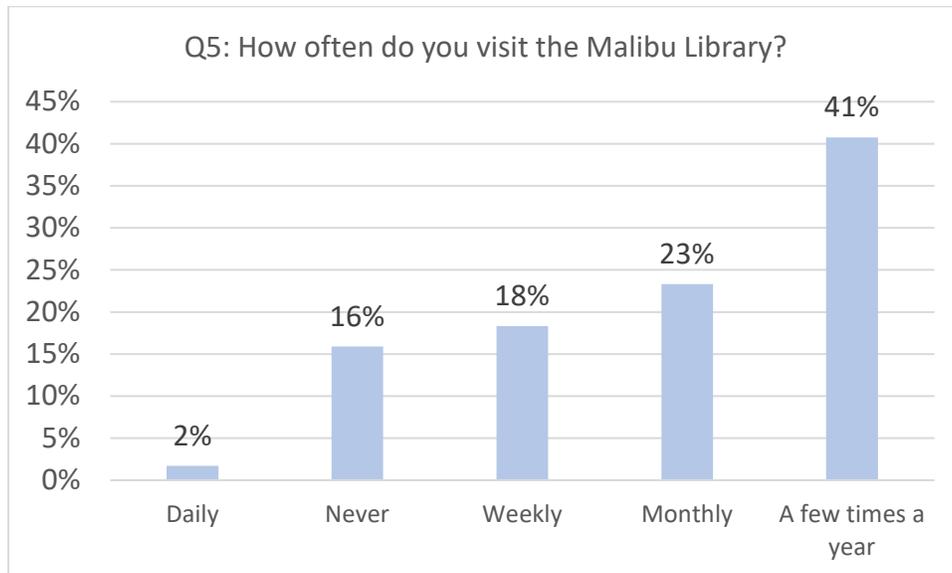


Table 5. Frequency of library visits by all survey respondents

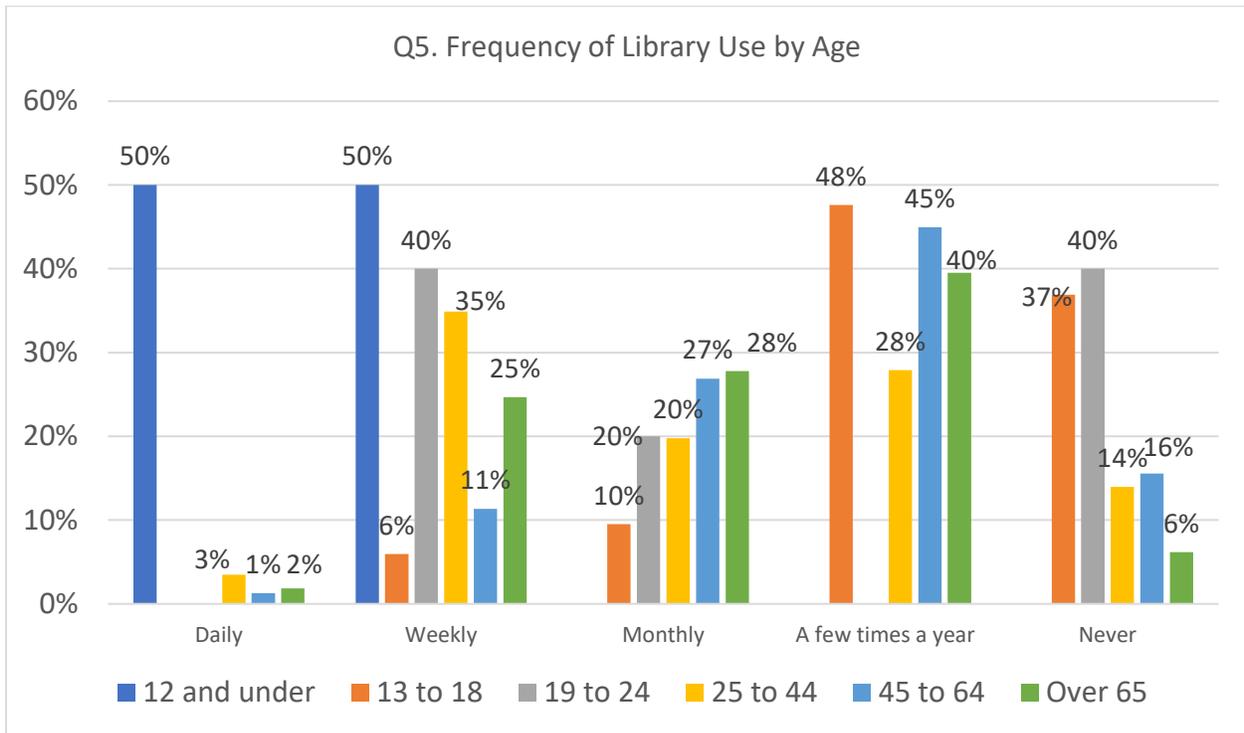


Table 5b. Frequency of library visits filtered by age

Question 6: Why do you use the Library? This question received 532 responses. The top three answers for the survey were: (1) Borrow books 73%, (2) Attend Adult Programs 41%; (3) Quiet Space 23%. 22% of respondents also selected “Other.” Included below are 115 additional answers provided.

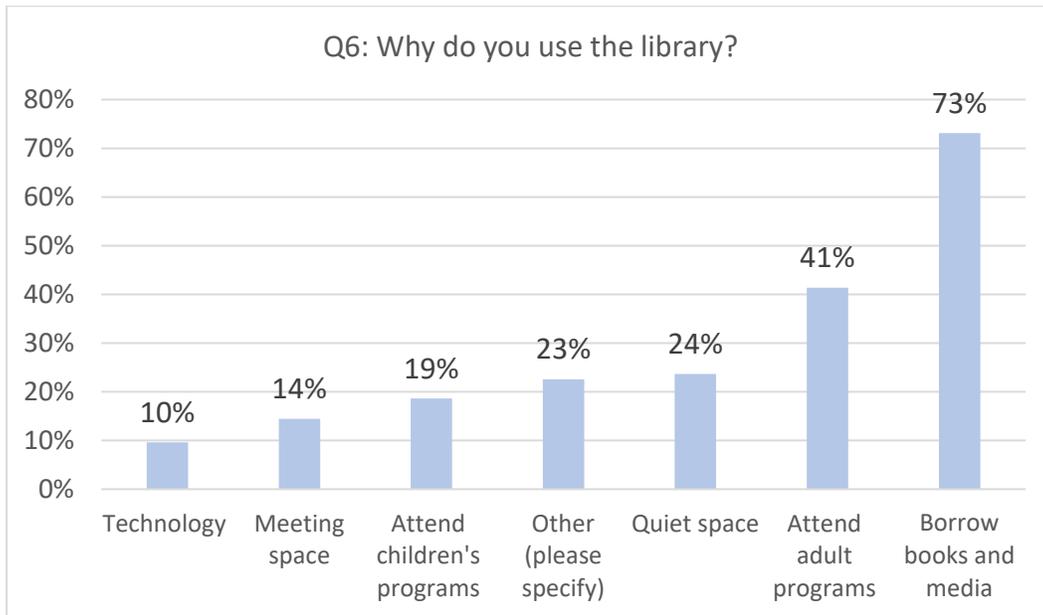


Table 6. Reasons selected for library use by % of respondents

	#1	#2	#3
All Respondents	Books	Attend Adult Programs	Quiet
Under 12	Books	Quiet	
13 to 18	Books	Quiet	Meeting
19 to 24	Books	Quiet	Meeting
25 to 44	Books	Children's Programs	Quiet
45 to 64	Books	Attend Adult Programs	Other

Table 6b. Top 3 reasons for library use filtered by age of respondent

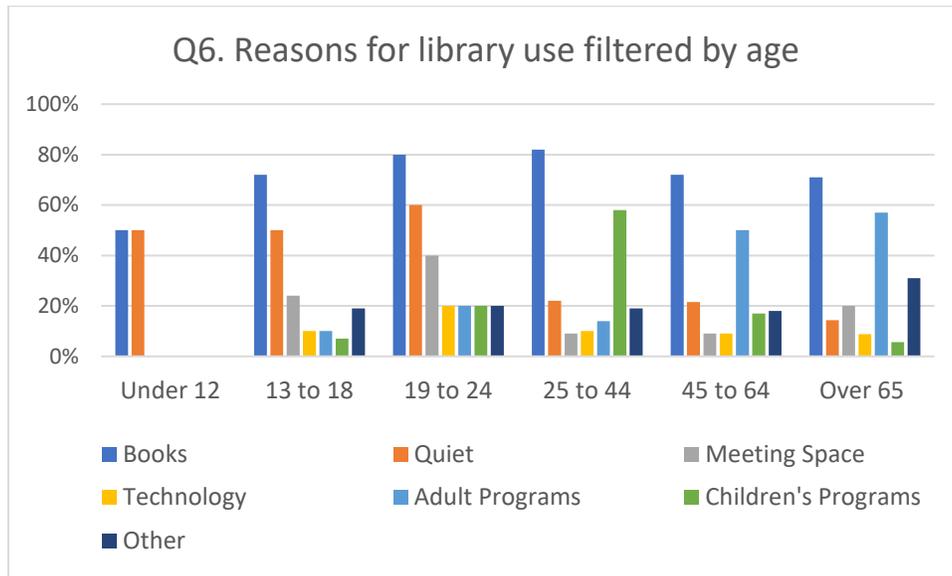


Table 6c. All reasons for library use filtered by age of respondent

Question 6: Additional Comments

- Work there.
- Summer Reading Books for high school
- My daughter likes to study there
- To print out homework
- To just have fun and look around at all the cool great books that I might want to read in the future.
- I often go to the library when I am conducting research and need scholarly sources
- Computer usage
- Pick up inter-library loan
- The library is where I can meet up with my community.
- Donate books
- Help Friends of the Library
- Get books for school
- Use a Chromebook
- My daughter regularly uses the library for books for classwork as well as a place to read on Mondays after school. She has attended educational programs for 13 years. We are extremely appreciative of all the library has to offer.

I do have one concern, however. I know a security guard has been hired but with the ever-increasing volume of homeless population being led to the premises by soon to be served meals on the property I am extremely concerned for my daughter's safety. She exits the bus on the property but has to walk 100 feet or so to the building. She has been accosted more than once and we are beginning to utilize the facility less often. With the expected influx I am concerned the facilities will be unusable.

We are a compassionate family aware of the difficulties of others but a primary role as parents is the safety of our child. Please make us aware of any additional security options you may offer.

- Kill time waiting for the bus
- Classical Guitar Concerts by Pepperdine Guitar students the 2nd Tues. of every month during the school year.
- I'm using it less and less as a peaceful place to use the computers and to sit and read because of the uncomfortable and vaguely threatening unhygienic group that seems to dominate
- Homework
- I look for older research books in the 'friends' book store
My entire family loves the DVDs
I had the first library card when our public library opened; prior to that Malibu only had the book mobile. The library has been a valuable asset to our community. Unfortunately, the last remodel made the public area smaller and the space planning was very poorly conceived.
Our current library has been degraded to an unsafe, dirty place for homeless people. Many Malibu residents have quit going to the library because it isn't a nice/safe place for children or adults - so sad!
- I don't anymore, I don't feel safe!!!
- To collaborate on behalf of the SMMUSD and the Malibu Library
- Check out audiobooks and e-books online! Such a fantastic service!
- Daughter's tutoring
- Bring kids to check out books.
- I had the honor of launching the new poetry reading series with our poet laureate Ricardo Means Ybarra. Though the library has committed for only two more events, it is my hope the poetry reading series will become a permanent fixture. However, I would prefer a later hour, around 2 PM.
- To work.
- Book sales
- Special speaker events former professional athletes great series Kevin Johnson and Dana Torres when's the next one
- Buy used books for grandkids friends of the library.
- To donate books
- Research
- I will meet friends here :)
- Assistance with a research issue and to see what is new.
- During summer and fall months it got so hot I couldn't stay in my house to work so I took my computer to the library it was a life saver. I'm a professional screenwriter and had a deadline.
- I don't know that you can buy digital books.
- DVDS
- Love being in a library and always have since age of 4.
- I like to use the library for research and when I need a quiet safe place to study.
- Borrow audiobooks
- To get audiobooks.....hate driving in my car any distance to town or valley without a book to listen to and for walking and for the boring gym workouts that an audiobook makes tolerable!!
- Play space with kids
- Tutor area
- Uninterrupted space, yet even at the library it's sometimes hard to find if there are not study rooms.
- Research
- Research

- The library is not a clean safe space for my family due to homeless use of the library and adjacent spaces. It is a shame that the city prioritizes their use over its citizens' use.
- I browse through the Malibu Library Sale books regularly to see what's new.
- I download books from the Library on my computer using my library card because we live on the west end of Malibu so it's more convenient for me but I love going to the library just to browse.
- Because it feels like a second home--all the librarians and staff are so friendly.
- WORK SPACE AND USE OF COMPUTERS
- Deposit Bantu Arts Atelier For Kids flyers and try to get my new released children book: "Nguni stands up to Gure the Bully." into the library.
- I have organized community events for their large meeting room
- Place to stay and do homework after school while my parents are working
- I'm a writer and use Agoura hills Library daily.
- My kids sometimes use this as a place to get their homework done.
- Look for used books
- I used the library regularly when my children were younger, mostly for them to go to events, check out books, rent videos, request books from other branches.
- Read latest newspapers and magazines.
- I read voraciously, and they have my favorite authors and the classics. If not, requesting a book is a breeze. Also, the staff is so wonderful. Melissa, Insley, Analise, Ariel, Norman, Rosa, Sheyasta, Lisa, Dan, Corrin, Mike the Security Guard ...just to name a few. You guys rock! (Please forgive me if I left anyone out, and forgive any misspellings.) They are always helpful and very patient. Sometimes I spend the entire day in the Malibu Library and they don't seem to get sick of me. At least I don't think so. :-) I also enjoy the patio for meetings, fresh air and eating my lunch. It is conveniently located for me (walking distance) and I love the new earlier hours! I wish I could attend more programs and Talks Series events, but it doesn't always work out. I do always try to cancel my reservation, if unable to attend, so that others can enjoy the event. I love when all the little kids are here. A library is a wonderful place to see children exploring. Okay, enough out of me.
- Donate and buy books at library book store
- I like to stop by the Friends of the Malibu Library bookstore.
- I made a special trip to the Malibu library to hear Jeannette Walls.
- Speaker series
- Volunteering
- The Malibu Library Speaker Series is great! I hope you can continue this wonderful series. I always look forward to it and also invite my friends to come as well.
- Book sale
- Volunteer in Bookstore
- Browse the Friends of the Library Bookstore
- I should go more often! To get movies & ????
- Speaker Series
- To attend meetings of the Malibu Task Force on Homelessness
- Books that other libraries do not have. It is a beautiful space.
- I used to do Yoga there with Larry Payne
- Homeschooling Family

- I used the library more before when my kids were still attending school. Now they are college graduates. When I used for myself was to access books and magazines that were pertinent to my profession which is architecture.
- I like that thing where you can buy used books
- My children like to do homework at the library
- Friends of library books
- Look at books for sale in Friends of the Library
- I borrow books on CD frequently
- Friends of the Library board meetings
- I don't get in my car without a book on tape from the library
- CERT meetings
- Book sales
- I love the speakers and the presentations
- Donate books
- Purchase books from FOML store
- Look at books - please do something about the homeless, my children and I feel uncomfortable, especially when they are in the teen area or kid's area, please ask non-kid people to sit elsewhere. The library is a homeless hangout and I feel like I have to stay close to my kids, I do not feel safe in the library.
- Library Speaker Series
- When I need a quiet place to work I go to the LAPL in Agoura. Sadly, the Malibu library is not a welcoming place to work because of the large population of homeless individuals.
- Work in Friends of Library bookstore
- To study in a quiet environment
- Use a lot for the email!
- We often frequent the play area with our children and attend the story times and children's programming.
- Buy used books. Love volunteer Helen.
- Pick up books that I order online and have delivered to the Malibu branch.
- Borrow thru Overdrive for my Kindle. I use this more than anything
- Read books and media
- I would attend the speaker series, but I have a schedule conflict.
- Borrow audiobooks on cd's
- Easy stop for my son to play for a bit after farmers market. I also buy a lot of used kids' books. I have recently started using the library less due to the deteriorating situation in the complex and some of the behaviors we have seen.
- Drop off donations of books
- Would like to use the meeting room
- Used book store
- Volunteer for Friends of the Malibu Library
- Work in library book store
- I like to visit the Friends of the Malibu Library's small but wonderful book store.
- Library Volunteer
- Volunteer FOML
- Audiobooks

- FOL bookstore, book sorting, other events.
- Volunteering
- Friends volunteer

Q7: If you do not use the Malibu Library, why not? This question received 269 responses.

The top three choices of the suggested responses for the entire survey: (1) Use the Internet 29%; (2) Prefer to buy books 21%; (3) No time 19.7%. Nearly half of the respondents (43.49%) selected “Other” which was the greatest number of responses. The 115 additional comments are included below.

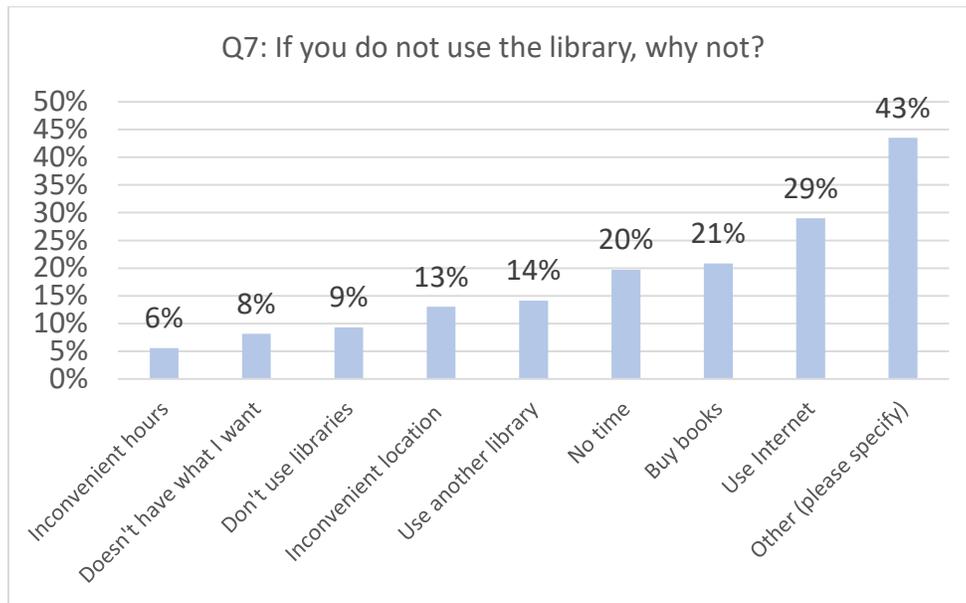


Table 7. Reasons for non-use all respondents

Top three reasons for non-use filtered by Age Group:

	#1	#2	#3
Under 12	Buy Books 50%	Use another library 50%	
13 to 18	No time 51%	Buy Books 33%	Use Internet 33%
19 to 24	Inconvenient location 66%	Use Internet 33%	Use another library 33%
25 to 44	Other response 65%	Use Internet 18%	Use another library 18%
45 to 64	Other response 59%	Use Internet 27%	Buy Books 14%
Over 65	Other response 42%	Use Internet 38%	Buy Books 33%

Table 7b. Reasons for non-use filtered by age group

Question 7: Additional responses:

- The library is crowded with homeless and sometimes I feel unsafe when I go there.
- Just moved and haven't had time.

- The library has become a refuge for homeless people looking for shelter. They have difficulty with hygiene which can be very offensive. It's a difficult problem to balance the needs of the homeless with the needs of the community. I don't have an answer but I do know that the community would enjoy their library more if this were not the case.
- Too many weird men at computers there
- Santa Monica library children events and passport office at Beverly Hills library
- I use the COLAPL app to access e-books.
- Just haven't used it yet - new resident
- Too many homeless
- Don't like moldy books.
- There are a lot of homeless people that make the library visit uneasy, don't get me wrong we help out at soups kitchens in skid row all the time, but a lot of these homeless folks need baths and need some mental health support, that it makes our library visit uneasy. I went once to use the PC's and they were all take up by the homeless and the PC's that were open were broken
- I read digital books -- e.g., on my Kindle or e-Books.
- Homeless element around there. Rough parking lot.
- Don't check out books because I have paid too many fines in my day! (My fault!)
- The homeless have taken over the library. It smells and feels dirty.
- My sons and I LOVE the library
- I also use the Pepperdine Library and the Medical Library at UCLA. However, I love the Malibu Library. It is very convenient. I am especially fond of the tile floor in the lobby.
- I used to take my toddler when we first moved here. Then I discovered libraries like Agoura and Thousand Oaks, which are far safer and more child oriented. There are far too many homeless people in and around the Malibu library, it's very strange. We lived in Manhattan beach prior to moving here and they wouldn't tolerate the homeless population treating the library as a second home. Especially since these facilities exist due to taxpayers.
- I'm pretty busy but I would bring my kids over, especially if you have a virtual reality station and or a 3-D printer. Maybe you have these, but we just moved to Malibu and I have not done the research or visited yet
- Able to load books online
- I use the library BUT, many people don't because it has become almost solely for homeless people and many of them are not safe to be around.
 Malibu has always supported and befriended a homeless population of kind, honest, good people. Probably 30 or so but now we have invited more homeless people than Malibu has the capabilities to support and many of these people have serious and dangerous problems and put Malibu citizens at risk and prevent Malibu citizens from enjoying their own library. It was a few years ago, our own long term homeless residents advised me not to go to the library because of the influx of dangerous, unstable and drug people. Now our library has a very nice guard.
 It is not P.C. to tell the truth but this is the sad truth.
- I don't anymore, the place is more of homeless shelter!! Unfortunately!!!
- I live in another city
- It's filled with transients
- I don't like the homeless that hang out inside and outside of the library.

- Would use more often if we didn't have to expose the kids to homeless on steps and in library.
- Too many homeless people inside and outside the library. I don't feel safe.
- Try to avoid it now that they allow the homeless in the kid's restroom
- Note safe because of homeless people
- The children's space is directly across from the computers and I have on more than one occasion, seen an individual removed for illegal activity, such as drinking alcohol at the computer.
- My favorite thing at the library is the Speaker Series, but I use a library closer to my home to check out most materials
- Too many homeless people inside the library.
- I would visit the library more if it were safer. I do not like the homeless outside and inside. Also the outside smells of urine.
- I enjoy speaker series at Malibu worth the drive
- The library has many people who are loud, smelly and mentally ill. They make using the library and the public restroom unpleasant and disturbing.
- I don't go there anymore because every time in the past that i did go we were accosted by transients in the library, in the library bathroom and in the parking lot. Unsafe to bring my child there. I grew up in Malibu and have very fond memories of going to the library as a child. Would love to be able to do that with my kids, but the library is no longer a safe place. If you clean it up, we will return
- When you have what I want, it is virtually always unavailable. If it is an audiobook, I have to wait entirely too long, usually.
- Clearly, I am lazy. I checked "use the internet" but there are many things that are not accessible, like an almanac.
- Not safe with the men homeless hanging around in the halls and bathroom. They do drugs in there.
- Have been working out of town until recently
- Too many homeless and feels antiquated ...
- Hygiene concerns
- We don't use our local library because they let the homeless wander and hang around. When you walk in our out they are laying outside and peddling.
- The library appears quite dirty due to so many homeless basically living in it.
- Limited Inventory of books on CD's for authors that like
- I use the library and the Sat/Sun Hours between Malibu and Westlake and Agoura are particularly valuable to me to return and get new audiobooks.
- I only get 10 free prints per day. I am not granted access to go online without parent's permission until I'm 21.
- I live closer to the Agoura one
- Don't live in close to the library
- I am a bit concerned about homeless people, both in and outside of the Library. This didn't used to be a problem.
- The library is not a clean safe space for my family due to homeless use of the library and adjacent spaces. It is a shame that the city prioritizes their use over its citizens' use.
- I don't feel comfortable taking my kids inside. I feel unsafe and it's dirty

- I haven't tried the Malibu library. A friend recommended it so I will probably give it a try.
- Work hours end too late to relax in library after work. I don't live in Malibu but I do work here.
- While I love bringing my kids to the library the homeless living in the area are a major safety concern for me. I do not feel safe outside or inside the library.
- I wish the library opened earlier on weekdays.
- I most often use the Agoura Library as it is more on the way of other things I go to - movies, my kids, shopping, etc.
- I live on campus at Pepperdine, and I use the libraries on campus for quiet work space.
- I actually find the Library Used Books sale room to have better books than Malibu Library, cause they seem to get rid of everything that isn't a murder-mystery! It's shocking! There are perfect copies of fabulous novels in the sale store that seem not to be considered for the shelves, purportedly because ONE copy exists in the system somewhere (I.e. whole of LA County) It's a joke, but it isn't funny.
- I think the main issue is I feel unsafe going in and out of the library. Also, not even sure if some of the events that used to take place at the library are still happening. I have attended several of the Library Speaker Series events the past few years and found them to be interesting, well worth my time.
- Homeless hangout scares me due to unruly behaviors.
- It's become a haven for undesirable and dangerous homeless people
- Malibu library is a homeless shelter: unsafe and nasty, librarians do not care.
- I would only drive to Malibu for another engaging speaker like Jeannette Walls.
- I use the library
- Because of the transients that hang around the area. It doesn't feel safe or clean and is intimidating.
- Sometimes it seems as if there are some shady characters there.
- I live in Sherman Oaks, and use our town library or the Studio City branch.
- Concern about being around the homeless and disease. I am compassionate about their plight and volunteer to help them through two different churches but I feel the Malibu library is being abused by them due to what appears to be so few restrictions on use of the facility.
- Adult ed
- Order e-books
- I also donate my gently used books to the Malibu Library, and sometimes use the Topanga Library instead. (I like Topanga better for borrowing books, as the quality of the people inside the library is less threatening.)
- Homeless people population
- I now read books digitally. I love that the library offers this. I am happy to support our local library in some way and open to suggestions on how to do this.
- Try to use e-books, but not enough copies of e-books are available. By the time it is available, it's too late for my book club meeting.
- My kids use the library at school and/or have a tutor come to our home.
- Download books and magazines from the LACounty Library website.
- I live in Venice Beach
- Too many smelly bums
- Don't like the homeless hanging out in the library. Taking shower in the bathrooms!

- Honestly, I just do not get around to it. Buying a book is often a better option for me, because I do not worry about the time frame of returning it. But I do donate books to the library.
- No strong reason to justify going to the library
- I do use the library
- There are too many homeless people in the library.
I chose to download my e-books from the library website.
- Don't read as much
- Too many homeless derelicts in and around the library. They are aggressive, and my kids are frightened by them.
- Too lazy to leave the house
- I love this library ESPECIALLY the hours. Teens typically need last minute books and services on Sundays. The library being open on Sunday is a HUGE plus and has saved us many times
- The Camarillo Library is very well endowed with many more books. Also, their friends of the library bookstore is vast.
I'd love to see Malibu have a greater selection. I do appreciate that they can order a book from another branch.
I'd like an easier to use catalog system.
Thank you.
- I live closer to the valley, so I use Woodland Hills Library too. Sometimes I use Santa Monica.
- The homeless visitor element is unsettling.
- Visited twice to check it out after moving to Malibu from Torrance and have looked over the events page online a few times.
Books: The few times that I was looking for a particular book, the library didn't have them.
Events: Zero learning events geared towards someone in their 30 - 40's that is computer literate other than toddler and baby events. Personally, I am interested in permaculture, maker movement (creating personal electronics), learning language (currently learning French). No events to help me with any of those interests or even platforms for help me find others locally that are interested. No list of local groups/ clubs etc.
- Do not enjoy the environment. does not feel safe. homeless people in the bathroom using it as a shower and drying their hair. people asleep at the desks pretending to use services but not. people asleep in chairs. people loitering outside.
- I used to go all the time for 18 years. I stopped going two years ago because the homeless situation is ridiculous. Drug use and bathing in the bathroom, begging, total mess. Now I use Audible instead of the books on tape I used to reserve.
- I would bring the kids more often if it was safer for them. Frequently, strangers have tried to talk to them and the staff are powerless to stop it.
The homeless congregate by the car park which makes bringing little ones into and out of the library a challenge.
- The homeless people scare my wife and child, which keeps us away from the library. If we could do something about them, we would go there more frequently.
- I was a long time Malibu adjacent resident (Calabasas) and I LOVE your library; now I'm living out of county so cannot come as much but I do regard your library as a jewel: it is a must stop for me and my children.

- I commute more now, so resort to audiobooks on my iPhone through Audible. Without it, I wouldn't be able to "read" at all.
- The Malibu library has become an environment where I am concerned about taking my children. The last children's function I attended (a band) - the stench was unbearable entering the door and there were adult males sitting on the floor of the children's section. (crotch level to my 7-year old daughter). The librarians are aware but do not care, they're running a drug den and a homeless shelter.
- Dangerous with physical danger as well as health threats. It's a homeless encampment. Not going to put my child in jeopardy. One time a homeless man threatened the librarian's life and the police came and arrested him. (I was there.) I'm sure he was back the next day.
- Used to go weekly but my child and I do not feel safe with all the rude indigent people both outside and inside the library. Not even the bathrooms are safe.
- I stay away because of the homeless contingent that seems to be in there more often than I care to be around with my 6-year old.
- The people at the library
- We use the library much less then we used too due to the homeless encampment, drug use and sanitary conditions in the entire complex.
- Mostly I go to the Agoura Library - it is closer and more on the route of places I usually go to.
- Does not feel clean or safe due to drugs and homeless issues
- Don't like the homeless situation, in the library, bathrooms.
- Haven't gotten a card yet
- We have stopped visiting as often because we don't necessarily feel safe in the area, especially at night. We've had encounters with homeless that have made me limit our visits.
- Not sure what it has to offer
- Homeless are threatening
- Vagrancy, sanitation, and safety! The area is scary & dirty.
- I visit the Malibu Library, but find the Agoura Hills Library to be cleaner, quieter, friendlier.
- There are so many homeless that are scary and smell in the library that we basically order books on line and run in and out for pick ups and returns. It's tragic!!!
- I took my 87-year old mother to the library as she is a new resident to Malibu. Homeless individuals harassed us, followed us asking for money and made my mother feel terribly unsafe. She will never go back. I won't send my grandkids there because there are too many creepy people there, especially since the courts ruled that viewing porn on a public computer is a legal activity at the library.

Question 8: Which of the following are important to you? This question received 559 responses.

The top ten responses for the question were (1) Clean, welcoming facility 77%; (2) Library staff 54%; (3) Collections 52.95%;(4) Adult programs; (5) Safety 46.3%; (6) Delivery of materials from other libraries 42%; (7) Children's programs 39%; (8) Study Rooms 36.85%; (9) Downloadable books and music 36.1%; (9) School Curriculum support 33.45%; (10) Technology 33.45%. This question also received 86 additional responses to the choice "Other." These are included below.

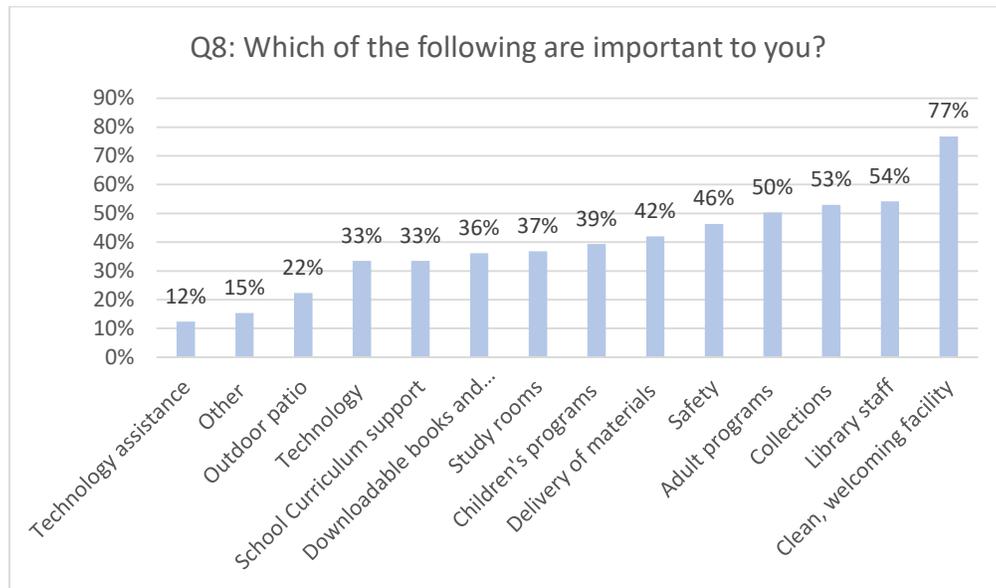


Chart 8. All survey respondents identify what is important to them

	Under 12	13 to 18	19 to 24	25 to 44	45 to 64	Over 65
Technology assistance	50%	15%	0%	7%	10%	16%
Other	0%	7%	0%	13%	20%	15%
Outdoor patio	50%	36%	0%	29%	21%	14%
Technology	0%	58%	25%	35%	31%	24%
School Curriculum support	50%	44%	75%	42%	38%	15%
Downloadable books & music	0%	36%	0%	40%	39%	31%
Study rooms	0%	69%	100%	34%	32%	28%
Children's programs	0%	21%	50%	69%	42%	29%
Delivery of materials	0%	27%	0%	36%	42%	54%
Safety	50%	48%	50%	65%	50%	29%
Adult programs	50%	30%	50%	31%	58%	61%
Collections	0%	42%	50%	52%	53%	59%
Library staff	0%	38%	25%	60%	54%	60%
Clean, welcoming facility	50%	71%	75%	86%	77%	75%

Table 8. Survey respondents filtered by age identify what is important to them

Question 8: Additional Comments

- Rooms to study in, without worrying about safety.
- Manga
- Food
- Cleanliness

- More up to date books
- The LA County system is brilliant and should always be able to be that way.
- Book readings
- Arkel Erb Collection
- A quiet & comfortable meeting place.
- Summer reading programs to encourage children to become lifelong readers.
- I used to feel safe i no longer do
- There should be more study rooms that tutors can reserve for tutoring sessions. The one room, is not ventilated and that is a big problem.
- We don't feel safe at the library, my family stopped going their
- Collaboration between Public Library and Public Schools so together we can provide students and parents the Best Library possible
- A facility that feels welcoming. the staff can be a little unfriendly and oftentimes I get concerned about the cleanliness--there are so often sick people coughing and sneezing all over the computers.
- A safe environment for children
- Speaker series
- Too many homeless that are there and it's scary
- Encouraging a community that values education, reading and a sense of community and its history through shared experiences. Appreciating shared core values, but also appreciating our differences including differences of perspective(s).
- Friends' Book Store!
- It would be nice to have a place for local artists to show their work.
- I appreciate the weekend and extended weekday hours.
- Safety is important. Many times me or my teen children come in and feel uncomfortable with some of the people that are usually always at the computers.
- All marked above. In addition, greenery i.e. plants
- Book sales are important in the community as well.
- Our library should be a center/hub of community activity including space available for private rental/use. Look at some of our wonderful surrounding areas for examples (T.O.). It is a small pitiful space and one need only look at the amount people and kids trying to crowd into the small "play" area to see the demand.
- It's very scary to park in the parking lot and to enter the building. The homeless situation makes it feel very unsafe. We typically avoid going if we have to because it's so creepy.
- Self-check out
- The ongoing book sales inside the Library and the regular large-scale book sales held at the Library. Also, the availability of a room for community club meetings is important.
- I am very happy with everything about the library except for the lack of safety I feel for myself and especially my children. I have been approached by the often mentally unstable homeless living outside and using the public restrooms.
- Convenient Library Hours
- I am a library nut! La Quinta library in the desert is amazing
- We greatly appreciate the children's play area
- I basically said it all answering the previous question.

- I have abundant resources... so grateful for the library for those that have less
- Clean up transients who linger inside and outside.
- Community place and resource
- Although I do not have children, I do like that the library offers these programs.
- Download e-books and audiobooks
- Addressing and solving for the rampant homeless issue.
- The community aspect - that it's a gathering place that welcomes everyone.
- Books for sale by Friends of Malibu Library.
- Although I may not use all these offerings myself, I do feel it's important that these options are available to our community who benefit from them.
- Speaker Series
- Your speakers are not selected so well.
- Audiobooks
- Quantity of new books available and stocking of several books by known authors
- It is important for me to feel that my children can walk around the library and feel safe.
- Too many homeless there; not as welcoming to be there. Need security. Scary at night
- Libraries are important
- I see a library as a public center for local learning. I like to learn lots of new things. A lot of times, you can only read so much without experimenting. The library would be a great place for experiential learning or facilitating others that are interested in learning the same thing. For example, a few years ago I started learning how to ferment food, it would have been helpful to meet other locals and learning together, compare and contrast notes, etc. There are plenty of other platforms that endeavor to accomplish this like meetup.com, but It doesn't look like the library is even trying to facilitate any of this type of learning.
- Book sales & book store
- I wish there was a separate area for the children, for their safety and so that they could play without other library users being upset by their noise.
- Books in stacks available to browse. I would like more of them.
- Children's programs, won't attend because kids are grown; nice when they were young.
- The library is unsafe right now. The "security" is lacking. Last time I was there, police were arresting someone. This is outrageous in Malibu. How did it get like this?????
- Can you add more study rooms, so we can be away from the homeless?
- Maintaining a current high-quality collection of locally relevant material - history, archives, natural history, culture - is critical to me. Thank you.
- Friends' Bookstore
- It's just convenient & necessary.
- Unfortunately, I have been accosted by some threatening individuals at the library on several occasions while with my toddler and baby. There are many transients in and around the library making the bathroom facilities unhygienic (I was even stared down once in the bathroom by a woman who'd set up her belongings and hairdryer all over the counter). On another occasion, the family bathroom which is meant only for families was visited by another transient woman who defecated all over the seat and did not clean up. Needless to say, this is not an acceptable condition for a bathroom, especially one in which I had to change my baby. It's absolutely appalling that the library has gotten to this

place. I have felt concerned for my safety on several occasions, I've been yelled at by clearly mentally ill transients, and their bags and refuse are strewn all over the place. This is absolutely unacceptable for a place that is meant to serve the community and its children. I was at the library yesterday and the stench alone was overwhelming. This is a serious issue and it must be addressed in a most serious manner.

- Library integrated recreational opportunities are the most important, free or cheap when possible with cost recovery for the event a factor in planning. These bring in people who otherwise may not attend a library at all. You all have done so much in the last ten years. Good work.
- I have always felt since the remodel that the library does not have a welcoming atmosphere- no color, no books on display to speak of, no lively staff (what happened to the children's librarian with her pizzazz?), a sign above the check-out desk that says "customer service" instead of "reader' service" or "check out here". the library is not a corporation; make its sound more community oriented. I was told that the L A County regulation keep it "blah". not creative. I wonder.
- While my children are grown, I very much appreciated the respect for quiet in the library. Quiet libraries seem to not be important to librarians anymore because libraries throughout California are now consistently noisy, with folks speaking in normal tones. Because of this ... and the ubiquitous homeless using the best seats in the libraries, I limit my library visits to few and brief.
- SAFETY
- Audiobooks
- Please get the county to clean up the complex and drug use and develop a policy requiring some minimum level of hygiene in order to use the library!
- Need a branch on the west end of Malibu
- Meeting room
- Civic discourse
- The children and teen program is great. But, we stopped going because the age suggestions were not followed. My son felt like he was attending a kindergarten program, even though it was clearly for older kids.
- The Friends' Bookstore, their activities and Book Fair
- Love free Lynda.com :)
- Our library should not be a homeless shelter
- Need Library services in Western Malibu
- Welcoming to diverse population with diverse needs
- Audiobooks
- I would like to see local authors showcased and a section containing their books.

Question 9: Overall how do you rate the library? There were 556 responses to this question.

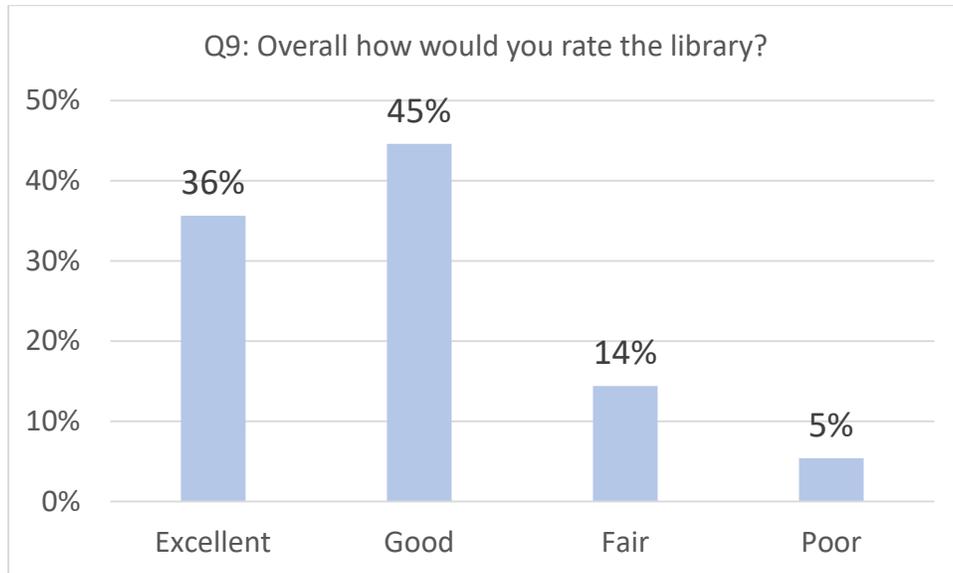


Table 9. Survey respondents' rating of library

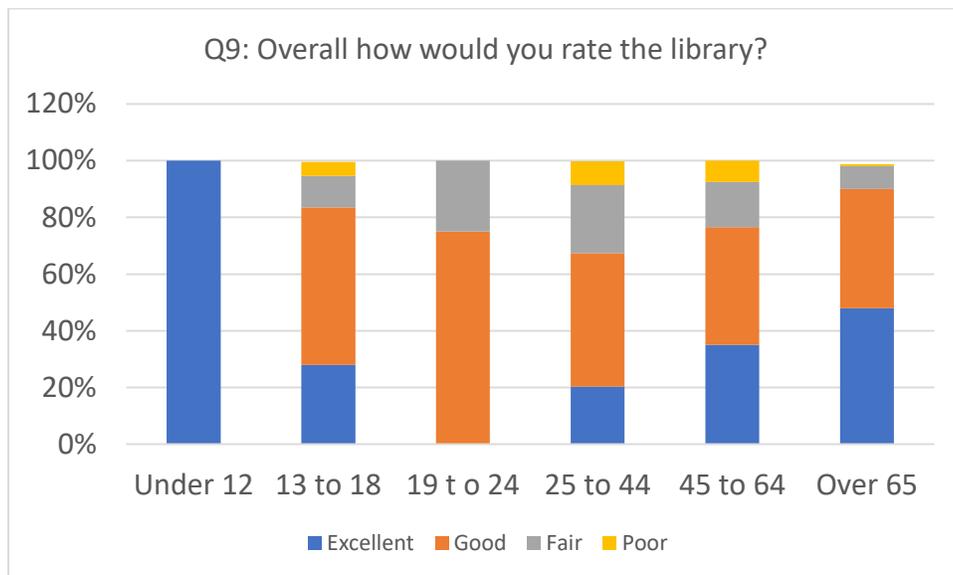


Table 9b. Survey respondents, filtered by age group, rating of library

Question 10. Which enhancements would increase your satisfaction with the library? There were 511 responses to this question. This question received 165 additional comments which are included below.

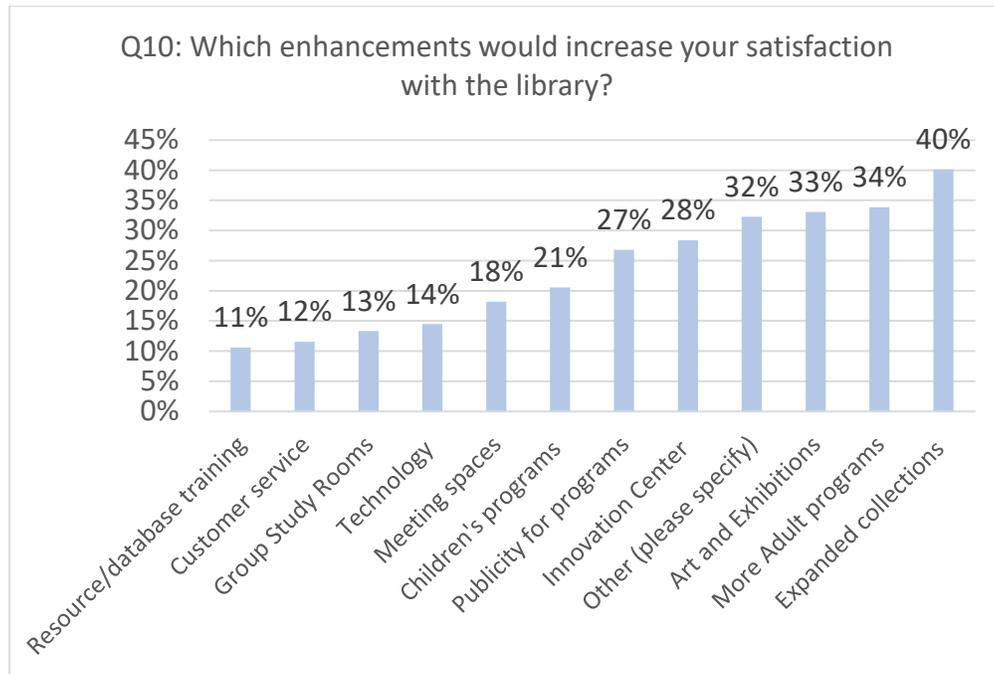


Table 10a. Survey respondents' ranking of enhancements

	Under 12	13 to 18	19 to 24	25 to 44	45 to 64	Over 65
Customer service	50%	16%		14%	12%	8%
Expanded collections	0%	32%	67%	42%	38%	47%
Children's programs	50%	4%	33%	52%	21%	11%
Resource/database training	0%	7%		6%	11%	15%
Publicity for programs	0%	19%	33%	29%	28%	29%
More Technology	0%	35%		12%	9%	14%
Innovation Center	0%	35%	33%	43%	29%	17%
More Adult programs	0%	12%	33%	19%	40%	45%
Group Study Rooms	0%	47%	33%	10%	9%	4%
Art and Exhibitions	0%	30%		18%	37%	30%
Meeting spaces	0%	42%	33%	8%	15%	15%
Other (please specify)	0%	9%	33%	44%	39%	27%

Table 10.b. Survey respondents, filtered by age group, ranking of enhancements

Question 10: Additional comments

- I know it is difficult to prevent homeless people from using the library, but unfortunately, when they sit on the furniture, it becomes soiled. And some of those people are downright scary...I don't see a solution to the problem, though.
- I realize the library is limited by its small size, additional study rooms and more books would be great.
- Even when no one else wants to use the study room the people at the service desk will not let you use it
- Manga
- Give us all you've got and more!
- Sometimes the Malibu library smells strongly of unwashed bodies (such as from the homeless). It makes it unattractive for me to browse more of the library (I usually just pick up items I've requested from home). Also, the staff are proficient, but not that friendly overall.
- A safe environment minus the homeless people
- Open after 8pm
- Access to hard to find and out of print books online. Space for video games and competitions
- There's just not much on offer here in this digital world. They should offer something intangible. Something you can't find online. To serve the community.
- Not sure because it meets my needs as is
- Clean up the homeless problem in and outside of the library. It is unfair to all the children who look forward to going to the library but are too scared because of the mass amounts of homeless that have taken over on drugs and alcohol. The library is not the place for them
- Expanded hours
- An outdoor area
- It would be great to have more programs (classes, activities) for pre-teen kids.
- Closer connection to the schools of Malibu - talking with teachers about what they can do to be a source of research materials and training of children/young adults on how to identify reliable sources of information.

Author studies - providing an entire classroom with books from a suitable author - Patricia Pollaco, for instance.

- Less homeless in bathrooms and in general...I can't send my kids there alone even though they are older. It doesn't feel safe.
- Deterring the homeless from the library. Sometimes I feel unsafe when my son is there, and they hog the computers and they smell bad.
- I wish that it felt a bit safer there.
- A set and enforced usage timer for computers so people won't linger on the PCs all day. I feel that's the attraction to the homeless now because there is no set time limit on PC usage.
- I gave fair rating to the uncomfortable environment. The staff is great the patio isn't comfortable not well designed the chairs feel and smell dirty and its noisy. There should be a quiet room for reading for those of us who go to the library for quiet time
- Sometimes I feel a bit unsafe outside of the library area with all the homeless around. As well as for the safety of my 5-year olds
- Switch it back to a normal library and not a homeless shelter

- More collaboration between the Library and the school libraries so that together they offer students, staff and parents all that is possible. Work together on Computer-based connections to use of all our libraries, resources and programs so everyone can access. More technologically advance services.
- Some way to fairly and humanely control the amount of homeless people using the library.
- The library staff is amazing, but it is not the kind of place that I would leave my kids alone. The homeless situation is out of hand and it needs to be dealt with. It smells in there, I walk in pick up the book and leave. I would never spend more than 5 minutes in there.
- More in line support with local schools.
- Removal of homeless in and outside of the library. It is dirty and unsafe. I have seen human feces outside the library and needles. Kids don't want to go here anymore and as a mother I don't want to take them.
- Libraries are archaic
- I frequently request DVDs/materials to be held for me or sent from another library. The last several times that the requested item on hold was currently available at the Malibu library (where I was also picking up), the request was never fulfilled. I actually had to go in after several days (once it was a week) and pull the item from the shelf myself. I don't mind pulling it - I had held it because I needed to be SURE that I got it by a certain day. In some cases, I actually receive an email that my hold is ready to pick up in a shorter time frame when it's being sent from another library than when it is actually here and available in Malibu.
- More security
- They need to keep a better eye on ALL the homeless who are allowed to watch pornographic material on the computers, stop the drug deals happening in and directly outside of library. Think they will find that once it is cleared up and people feel safe, the kids will start coming back but as far as Malibu is concerned, everyone stays away from the library. It has been taken over
- Safety (feel little anxious for my children due to homeless)
- It is so very helpful when the library makes available books that are on the summer reading lists. So many of the parents of Malibu High do not think about using the library as a great resource for this. If there could be an integrated effort to let parents and students know that they can get these books at the library, that would be a great way to get us more involved with our local library.
- Improved safety.
- Expanded collections of DVDs, and other books and music.
- Safety
- Friendly staff
- Safe place for families and children that is separate from computers
- I already took the survey, but I wanted to add this idea I just saw. It's a link to an article entitled: Why So Many Public Libraries Are Now Giving Out Seeds: Seed-sharing programs aim to expand access to crops and educate the public, while also protecting scarce agricultural resources.
[https://www.atlasobscura.com/articles/public-seed-library?utm_source=Atlas+Obscura+Daily+Newsletter&utm_campaign=e937fc460e-EMAIL_CAMPAIGN_2018_03_29&utm_medium=email&utm_term=0_f36db9c480-e937fc460e-66943165&ct=t\(EMAIL_CAMPAIGN_3_29_2018\)&mc_cid=e937fc460e&mc_eid=cf688dee4e](https://www.atlasobscura.com/articles/public-seed-library?utm_source=Atlas+Obscura+Daily+Newsletter&utm_campaign=e937fc460e-EMAIL_CAMPAIGN_2018_03_29&utm_medium=email&utm_term=0_f36db9c480-e937fc460e-66943165&ct=t(EMAIL_CAMPAIGN_3_29_2018)&mc_cid=e937fc460e&mc_eid=cf688dee4e)

- More adult programs that support a conservative, republican approach....or at least don't treat us like lepers. There are more of us that you might think that live here....but we feel ostracized by the Library and its programs. The Hawken lecture was a call to arms for activists rather than a discussion of the new NASA and RAND's studies about climate change.....
- It is a great library, customer service is good, however the location does not help, there are too many homeless people living near the old courthouse
- Bring some more former Olympians or professional athletes to speak
- Better security and some way of removing people who are disruptive, and hostile would help While this may seem petty, the library is basically a homeless shelter now. Perhaps we need a real homeless shelter. Also, for me, another factor is that while most of the homeless people using the library are fairly quiet, they almost all have poor hygiene. I understand that this is not really their fault -- they do not have access to showers, etc., but it makes sitting near them unpleasant and distracting. Because of this, I have given up on using the library.
- Make it a safe place for me to bring my child, not a skid row encampment.
- More "copies" of downloadable books and audiobooks
- More time and less kids
- I think a clearer entrance would be a benefit for people noticing the library.
- Ability to talk to staff more readily rather than having to go check out books on a computer all the time.
- Safety
- Digitizing materials so they can be downloaded
- Pairing the library with Pepperdine and the high school to do joint projects for the community. For example, collecting an oral history of Malibu and the surrounding communities.
- Quiet reading rooms and study areas
- Lectures
- The library could use a makeover, I think! It's a little dark and not very welcoming at first glance, on the interior. The exterior is nice, but the library sort of blends in with the buildings around it - bigger or more attractive/creative signage might help.
- More personnel. Important to have good staff on hand.
- Homeless not camped out front all the time
- The surroundings of the library and the external maintenance of the building and the space that surrounds it
- Great expansion of audiobooks collection for transfer via Libby. CD collection is very limited. I think I've listened to all audiobooks of interest over the years and would certainly welcome an expanded collection of audiobooks via Libby or Overdrive which I use now.
- More children's programs on weekends instead of during weekdays. Also, often many transients there during weekend, very close to kid section, feels a little peculiar. More kids books. And consider a sound separation outline kid area.
- I think it would be great if we held book publishing workshops. Like how to self-publish, or have New York Publishers come in and meet some of the local unpublished writers, meet Literary agents' nights, etc. I would be happy to work with you on a program like this!
- I would LOVE for the library to provide gallery space for local artists, as the library used to do before the remodel. Also, it would be great if the library had meeting space for classes.
- Improve class

- Sometimes my mobile phone rings and I'm immediately reprimanded, but, not being Karnak the Magnificent, I can't always anticipate the call. Mistakes happen. Please be nice to the Patrons!
- Private rented space, open play area the is separate from the quiet library area, exterior open space, better/more staffing, see response above
- Cleanliness and safety. Perhaps it should be a "no napping" zone
- Homeless are a problem. City should provide other facilities elsewhere.
- More information on what the Malibu library offers.
- A renovation to help transform the library fit for the 21st century.
- I know that this might seem frivolous, but when I visited the Library in Thousand Oaks, they had a large metal HOUSEHOLD BATTERY RECYCLING bin (similar in size to a postal box) near the entrance that collected used batteries. I thought what a nice convenient way to recycle and also another enticement to visit the library. I can provide a photos if needed. This survey won't allow me to attach a photo.
- Safety measures for issues there
- I have not had a chance to visit due to long commute/ construction/traffic. Maybe remind local business about Malibu library resources and high rating. I didn't know you were open til 8. The last times I went (more than 10 years ago) it was only open till 5
- I thoroughly satisfied with all that the Malibu library has to offer. I would attend any other learning experiences if they were offered. And, I'd always come by to see any new art exhibits.
- Safety is my biggest concern. I am very happy with the library otherwise.
- Schedule Talks and Presentations on the Weekends not weeknights and week afternoons.
- I can usually only go to the library on the weekends and Sunday is the most convenient day for me, but your hours are not convenient. Traffic gets so bad on PCH on weekend afternoons, I do all my errands in the morning to avoid the crush of beach traffic, I know that many of my neighbors do the same. Opening at 1:00 also coincides with the busiest time at the Farmers Market so parking can be difficult. I am glad you are now opening earlier on Saturday, I would like to see an earlier opening on Sunday as well.
- Most of the staff is really nice. A few act as though you are really inconveniencing them if you don't bring your library card. Do we really have to bring a card? I don't see the problem using our phone number to check out instead.
- Hope you will offer the streaming film service KANOPY which I know is available through the LA Library system but not yet the Malibu Library.
- Multicultural activities, inclusive programs. Bantu Arts Atelier For Kids promotes diversities within communities.
- Improve the safety for children! Separate library space for children where they can't be approached by strangers or loud homeless people with bad language. Whoever designed this library clearly didn't have kids.
- Malibu needs an inspired historical society
- We love the children's programs!!! We try to make it to everyone and are never disappointed. We would love more frequent events
- Branch in Western Malibu
- Create book clubs.
- Security and safety for library visitors.

- Closing it would be good.
- Safety
- IT IS A DISGRACE! Millions of dollars spent on a drug den. There is a stench around the front door. Close it down and put it all online.
- Security presence. Showing documentary's & lectures.
- Comfortable desks and chairs?
- Not a lot of selection when I last went. Design books.
- Good spot and easy way to use facility for community events.
- I am very happy with the library as it is
- Facility clean and free of the possible germs from the homeless. Please feel free to share my responses with LA Library system and the city of Malibu.
- More classes on Lynda
- Solving for the rampant homeless population
- The Librarians and Staffers should be using quiet voices to set a good example for everyone
- Longer hours would be nice.
The staff is usually very pleasant and willing to help - don't change a thing.
- Perceived safety and improved quality of the patronage, both inside and around/near the library - does not feel comfortable for lingering or going to and from
- Fine as is
- More money spent in online books and audiobooks. Collections are woeful.
- More audiobooks
- I love our Malibu Library. I appreciate all you do to make it a welcoming place for all ages and all community members.
- I have an idea which can be combined with the library services. It is make the library a source of finding and offering employment for the community. There are many professionals in the community who are 63 and up and still need to work and cannot find jobs because of their age. My husband is a case. He is a programmer with a lot of experience and prolific background, needs to have an income and cannot find a job. If the library had an area dedicated to promote job fair like Universities do, it could be a tremendous help to the community.
- Add a coffee bar on the patio.
- Do not allow the library to be a place for the homeless to set up day camp.
- Better monitoring of the people who tend to come in the library. I have been harassed twice by a homeless woman at the library in front of my children. The librarian intervened and was very helpful. However, this should not be a place where kids get exposed to such incidents.
- Love library series that has been offered through City Hall.
- More security. I will not go there until that is dramatically improved.
- Safety. Many transients living at the outdoor spaces
- Can't think of anything.
- MAKER SPACE!!!!
If there were a space for makers to collaborate and learn with public resources I would be there as much as I could. I would take my kids there.
Technology (Computers, Printers, Internet) category sounds like just better computers. But technology for 95% of us is more than learning how to navigate windows, how to set up a printer and dos and don'ts of the internet. Why not have learning around current technology

that the majority of adults use? Not how to use word and excel, but rather something like windows 10 just came out what is new, what are the features that are new and how to use them. IOS or android came out with new version, what are they, how do I use them.

- Control over the homeless element with a comfortable and safe setting. Not there now.
- Silence.
- Better atmosphere. Not a hide out for the homeless. See prior comments
- Security is needed. The homeless doing drugs and other illegal activities need to be removed.
- Make more use of space. More of a community center.
- Safety
- Separate library for the children.
- The library does not feel safe with the homeless and other non-residents and so restricts use by residents and the children that live in Malibu. The library has turned into a gathering area for folks who have nowhere to go who may have mental illness, drug addiction, and those that do not hold down a job. Obviously, those are real social ailments that need to be addressed by other public agencies but meanwhile my kid has to stay at home. I pay taxes they don't so it should be open only to those who chip in and contribute to the community.
- Better lighting. It's too dark in the library.
Expand collections. When the library was redone, the number of books was lessened.
- Safety Number One...all else does not matter at this point.
- Classes for adults would be wonderful.
Continuing to grow your locally relevant collection of both current works and archival items would be intensely meaningful to me.
- Some way to avoid dealing with homeless mentally ill individuals, bless their hearts.
- The Friends would like to use patio areas for events. The front patio overlooking park and the patio connected to Community Room need new plants and regular maintenance. It would also be nice to have umbrellas on tables. On beautiful beach weather days, utilizing those patios would be great.
- A strictly enforced 'no (audible) cell phone use' in all areas of the library.
- I would like to see more books, DVDs and audiobooks
- Actually, usually kept up to date with computers, etc.
- Please make the library clean and safe by dealing with the issue of transients taking over the public spaces. We love our library and are frequent visitors. We enjoy the programs, the play area and borrowing materials. Something must be done about this issue to ensure that the library remain a safe, clean and pleasant place for community members and their families.
- A community feeling, flowers on the check out desk, smiling staff, more books on display with encouraging signs accompanying them, a teenage encouragement effort with books on display and creative environment with the latest titles part of it, even a messy sitting area or study area for high schoolers, a closed door conference room or study area to encourage book clubs, kid's meetings, group meetings that can be seen through windows to show there is LIFE in the library.
- Why bother doing any of the above when the library is a safety hazard and blight to the community. It's nothing more than a place to buy drugs.
- Less homeless in the Library; it's scary for parents of little kids as well as offsetting for adults
- Please do something about the homeless population. It's making us go to Agoura. We can't use the bathrooms because they're filthy. One time I was there and there was a homeless

woman lying on the bathroom floor.

If we go we run in and run out. How is it I've witnessed a threat to a librarian's life and a drugged out woman on the floor? It's a constant safety hazard and I'm tired of being discriminated against. The porn needs of the homeless are clearly MUCH more important than my child's education.

- Require library staff to encourage patrons to stay quiet. Post signs saying, "cell phone conversation-free zone" with an image of a cell phone with a big red X. Require patrons who stay for more than three hours to leave for one hour before returning. This latter practice may enable other patrons to use those seats formerly occupied by long term patrons.
- Needs better security both inside and in the surrounding area
- Not allowing homeless to drag all their belongings in and take up every computer station. all day long so other patrons don't feel safe using
- Not having homeless there
- Innovative science/math programs for age based elementary students.
- Less homeless people sleeping in there.
- Secure the complex and develop hygiene standards for use.
- Need branch in western Malibu
- Clean it up. Don't allow people to enter with drugs. Find alternative locations/support for homeless people to spend the days
- Not having to worry about the homeless people at the computers in the bathroom, the smell. hard to have a serious professional meeting there with that concern.
- More private/semi-private quiet work areas.
- It would be nice if the children's section of the library was more enclosed or separate from the computer area where most of the homeless people hang out. My 7-year-old feels very uncomfortable at the Malibu Library due to the vagrants who reside outside of it and those who are frequently inside it. Although it is a small number of homeless people who cause issues, and we do appreciate the security guard, our library is not as comfortable or does it feel as safe as a library might. We recently visited the Agoura branch and found it much more appealing. This is very sad to me. I would prefer to enjoy our hometown library.
- We wish the children's area could be cordoned off for safety, to prevent unwanted attention from adults who try to talk to our children. It has happened twice where my kids have been approached by strange men. Awful.
- Cleaner and safer. I often don't feel comfortable bringing my children with all the transient people there.
- More children's books from current year
- STORY TIME
- I've found the library personnel to be very inhospitable. Better customer service would probably increase my visits.
- Safety
- Discourage the homeless from parking in wash rooms and camping out front
- CLEAN UP THE NEIGHBORHOOD & MAKE IT SAFE.
As a mother, my opinion is that Malibu doesn't offer a public library because it is unsafe.
- Larger patio area with a coffee cart

- Needs to be cleaner and safer before other improvements are considered. I know the library is an important resource for the homeless community, but lately it can feel threatening at times.
- Programs for young children, high school kids not going to use. Parent of 4 MHS grads.
- Expanded e-books selection (and quantity of in-demand titles).
- Branch Library in Western Malibu---the population center of Malibu
- Make it a safer environment for children and the elderly.
- I really miss the interaction with the librarians. I used to love checking out a book and having a brief chat with the librarian about some of her favorites/information etc. That interaction has always been a wonderful part of my library experience since I was a child. It's mostly gone now as we are directed to use the computer and not talk to the librarians unless it's necessary. Bah humbug.
- Larger audiobook selection
- Expanded library speaker series that is a monthly recurring event on a date that is easy to remember.
More art exhibits and local art exhibit openings to bring people to the library.
More cooperation with all local schools and we need a library in Western Malibu.
We should do joint use with Malibu High School Library to get it renovated and upgraded and to make it a community center/hub for life long learning.

Question 11. Which collections would you like to see enhanced? There were 167 responses to this question. These are included below.

- Audiobooks.
- Design, architecture, interior design, literary fiction
- Teen/young adult books.
- More books in Spanish.
- I didn't
- Manga
- Music collections with CDs people can check out, time magazines, national geographic magazines.
- Manga
- DVDs and movies
- More up-to-date books that have been released
- Better technology
- More books that will help us with school work such as primary sources or secondary sources. These books could be extremely helpful towards research projects and papers
- Books
- More records or other types of books
- This is a very limited collection.

- Design and science magazines
- Books!
- More copies of new literary fiction
- Music. Audiobooks
- I don't have any recommendations at this time but have requested books in the past that needed the complete series.
- All of the above plus documentary films
- Multicultural children's books, books on self-improvement/spirituality
- Mountaineering and rock climbing
- I would like to see more New York Times fiction available, as well as a new DVD display even if there is a \$1 rental fee for new titles, and a bigger collection available.
- Make it fun
- Adult, children, magazine
- Travel, Spanish books for learning, children's books
- FOR CHILDREN:
 - Grade 5 - Need more information on Colonial Life - livelihoods, clothing, establishment of colonies, problems leading to the revolution, art history, etc.

 - Grade 4 - Need more information on Mission Life - CA history, establishment of the mission system of colonization, missions, art
- Children's In general more depth
- Animee, graphic novels
- The children's book collection is small and outdated. I've been to the surrounding libraries such as Agoura and Thousand Oaks, their book collections are far newer and larger.
- Current bestsellers
- More biographies and complete collections of authors works
- Digital library for middle school boys
- Young adult books, more fiction
- DVDs/movies
- Shut it down, it's a homeless shelter now
- Collections that complement the curriculum being implemented in the schools. More STEAM related sources and online sources
- Travel
- Any collection will be welcomed. The library is very short in any subject.
- Children's collections - I love the children's section, but I wish that there was a larger selection available for kids like there is at the Agoura location.
- Documentaries, DVDs, Educational programs.
- D-I books from home
- More fiction and poetry.
- More chapter books for kids aged 8-15, especially series collections. Add more Cupcake Diaries and Puppy Place books.
- Graphic novels in Adult, teen, and children's specifically more manga
- Books and DVDs
- More "copies" of downloadable books and audiobooks

- Conscious Awareness & Transformational books, Ecological books, Esoteric books
- The literature section and film availability...
- I so enjoy the new book shelf both fiction and nonfiction, it is always so great to see what is new out from my favorite authors.
- DVDs
- More on history especially local history Also on flora and fauna. And local artists
- Magazines & recorded books
- More YA Fiction! And more non-fiction reference/how-to/help material (on topics like gardening, home improvement, etc.)
- Malibu and local history; children's books; mysteries and fiction
- I would prefer more options on the downloadable end but perhaps a function where we could request a book
- Audiobooks that can be listened to at home or in the car
- Children's Audiobooks on CD as well as on overdrive.
- Audiobooks on CDs and Libby, Michael Connolly, James Patterson, Bryce/Bruce Courtenay - excellent books but only a few of them; Lee Childs, Love the detective series w/ the large Catholic family...can't think of the lead's name Michael? ?
- Kids' books. Many just look pretty old and run down. Would like newer books
- I'd love to see a bigger collection of contemporary literary fiction, contemporary nonfiction, and also art books, particularly California artists.
- Video rooms and music rooms
- Just more books in general
- Newer movies
- More movies!
- Malibu and California history. It would be good to have the Rindge and Adamson collections from Pepperdine libraries copied and available in our Malibu library. Otherwise, accessing them up there requires an appointment and a lot of work for their nice young librarians. The CA State Library archives also has local material. Copies would be useful.
- I was surprised to not find that many classical movies in the collections (Chaplin, Laurel and Hardy, Marx Bros).
- Audiobooks
- Larger selection of movies.
- More new books. The one place I browse is the collection at the entrance to the library with new titles in fiction and nonfiction. Also, more current travel guides. People in Malibu travel a lot. I usually go to the Santa Monica Library when I need these.
- Gardening, travel
- More mystery and novels
- Anything
- A Dollar a week Best seller books program like the LAPL has. New York Times Best sellers are rented for \$1 a week and only can be checked out for a week or are charged .35 a day after.
- Travel guides, cookbooks

- I'd like to see more technical books and more science books. These are the books I like to read. They need to be up-to-date so a book that's a couple of years old is probably out of date
- I am old fashioned and still listen to audiobooks, so I am always looking for new ones that appeal to me. I realize that publishers are probably going to discontinue this form of a "reading experience", and switch to downloadable audio, but I hope that the library still offers DVDs as long as possible.
- I would love more children's literature, especially classics, historical fiction, children's nonfiction (biographies, science, and history), and children's documentaries.
- More audiobooks; older audiobooks
- Blue ray
- Downloadable audiobooks and e-books
- Multicultural books for children, music
- Art books, I reserve online and have noticed that it is rare that you have anything I want in Malibu, nearly everything comes from another library. Art instruction, books on my favorite artists, books on types of art (e.g., abstract expressionism).
- It would be pretty great if there were sections like at a book store of best sellers, NY Times list, etc. I know that is hard to keep stocked, but it seems like I can always find something I want at B&N but have to come to the library knowing exactly what I want-I won't find anything just browsing. Staff is always really helpful in ordering a book though.
- Spanish language books for children and adults
- More downloadable books and more audiobooks
- Multicultural books, especially Africans libraries and activities.
- Academics collection for teens. Ex: textbooks being used at MHS, more AP and standardized test prep books (Princeton Review, Barrons...)
- Separate library space for children please!
- Downloadable books
- Local history, geology, archaeology
- Expand the children's DVD selection.
- Books, DVD, CDs
- Information: books DVDs re: history, art, and cookbooks
- Newer books are enticing to me.
- More documentaries
- More e-books available to download
- More fiction novels, classic literature.
- More current releases (books)
- Like being able to display artwork and do programs
- Recently published books. I have been disappointed that some books are not available (on the county catalog).
- Photography & filmmaking
- Since I'm with a book club, top sellers.
- Bestsellers. Very often when I read about a book, I go to the library site to put a hold on it and it is not in the collection yet.
- Books

- Adult and children's fiction, nonfiction
- Expanded periodicals, like adding the Los Angeles Business Journal
- History, science fiction , biography , humor, adventure fiction
- More diversity of children's books. However, this isn't a crucial need. I usually order them to be delivered from elsewhere if I need to.
- Young adult books that don't focus on sex, violence, poor language, or horror.
- Forbidden archeology
- Film
- I guess specialize in something like having a great cinema collection or architecture something that would drive a destination
- Books
- New fiction
- Teen resources
- Audiobooks
- E-books, more available
- NYT bestsellers, multiple e-book copies available
- Prize-winners (Pulitzer, Nobel, etc.)
- Classic books
- More current audiobooks
- More books, please!
- More kids books in the reference sections. For example, our son is very interested in World War 1 and 2, but there are only a few books in the reference section and they are very "history" based. He would like to read biographies and historical non-fiction/fiction about people and events of this time, but for that I have to look in the adult reference section.
- Just more of a selection of authors works in the stacks. Often I read a new book and then look for more books by that author and find nothing.
- E-books that are available
- Idk, just more newer books in general
- Fiction, non-fiction
- More current books
- Especially interested in audiobooks - including best sellers
- On yoga and meditation, gardening
- A Best Seller program with current books that you pay \$1 for per week to read. Would that be possible at Malibu?
- Art, crafts, science
- I am a software engineer and read a lot about new technologies. I first check local library, then used book on ebay and then buy new from amazon. I rarely find a book in the library that fits what I'm looking for.
- More children's books.
- Music CDs
- Books on tape
- Gardening
- More books, both fiction and non-fiction to browse through.
- More stacks full of wonderful books.

- Please have more book sales events.
- More of a variety of movies both old and new ones. Programs like Programs
- Continuing to grow your locally relevant collection of both current works and archival items would be intensely meaningful to me.
- I have been able to order every book I need, save one, via the Malibu library.
- Great Books of the Western World or more phone books
- Audiobooks and e-books are often unavailable (borrowed by someone else, I assume). More "copies" of these materials would be nice.
- Science fiction. In the last forty years, science fiction as a genre has exploded in the entertainment industry, with a plethora of films and TV shows. Oddly, libraries appear to ignore the huge, multigenerational appeal of science fiction.
- Bilingual/ Spanish children's books. We actually drive to LA Central Library for their amazing collection.
Classics
- Audiobooks on CDs for checkout
- Audiobooks / CD would be helpful for my father.
- Audiobooks that can be downloaded
- More books in Spanish, more copies of best sellers.
- Classics, children's series books
- More current movies, very seldom do I see a movie that has come out in the last few years.
- Greater contemporary literature selections in both the online and hardcover collections.
- New books
- Hardcover "classic" literature
- Genealogy
- The City of LA has a much easier to use online search engine and better database resources. I would love to see LA County add the Proquest and Ancestry resources, for a start, improve its catalog search engine, and make it easier to checkout e-books and audio resources.
- I love mysteries- can't get enough- need more. Also need more financial press publications
- Expanded travel guide section with more up-to-date guides.
- General, popular fiction, relevant non-fiction
- More current material in Japanese
Travel books like Planet Earth
Programs to learn foreign languages
- More Malibu local authors featured.

Question 12: If you selected expanded programs, which programs would interest you?

This question received 131 responses. These are included below.

- Healthy lifestyle
- Adult programs.
- Ones that benefit disabled people such as my brother with autism, that attempt to integrate him into daily adult life and interest him in reading
- Health- nutrition
- Book clubs, meet the author, specialist book clubs/meetings (ie mysteries)
- Fiction
- General
- Classes
- Maybe classes. Like writing classes or book discussions.
- Story times and instructional readings for children
- Fun ones
- Children's STEAM
- Book clubs for teens
- Speakers series, lectures, classical concerts.
- There should be more children's programs. The existing story time is held when most children nap at 3 PM. There should be an earlier time slot as well, most parents I've spoken with say their toddlers nap around 3 pm as well.
- VR, 3D printing
- Bonehead smart phone tutorials for boomers. A Bonehead excel and Quick books for boomers. Bonehead how to start a blog class on writing autobiographies or family histories
- Healthy choices. Empowerment for kids. Deputy Jake. How to stand up for yourself in bullying situations.
- We don't need a library that can't serve the community, we don't feel safe!!!
- Media-center
- More locals speaking on Malibu.
- Teen programs
- Toddler programs
- D-I books from home
- Visiting writers, especially but not confined to poets and fiction writers.
- Children's programs - more anime classes - possibly a series of anime classes and/or making graphic novels; drawing classes, cooking classes; movie making classes, computer programming classes; classes on the history of Malibu.
Adult programs - cooking classes; classes on orchids, gardening, etc.; classes on helping kids safely navigate social media; Photoshop 101
- 3d printing, crocheting, sewing, makerspace, how to budget, life skills, etc,
- Adult programs and children's programs are my biggest interest. I have 3 children ages 8-10.
- Art interest or lectures interest to involve local university
- Interested in many subjects.
Glad there are children programs but way more of those than adult

- Travel, films, environment
- Love speaker and author series. Always thought provoking and widen my perspectives.
- I love the lecture series, I think it is great, I would love to see more of those.
- Lectures. Arts and crafts
- Children's
- More children's programs
- Kids madscience, art creation series, and Lego building programs have been the best we've attended. It would be great to see more of those with max capacity enforced and disruptive children asked to leave the program.
- I enjoy the detective stories.....I loved the Lincoln Lawyer.....all about LA but with my favorite cast of characters I used to love the Nelson Demille books...but he doesn't seem to be writing any recently...
- Kids' programs, want these on sat or Sunday. We would definitely attend at least 1 time per month.
- Host more book clubs. Bring in authors to do readings, especially local authors. And my biggest wish - hold writing seminars for adults and teens - fiction and nonfiction, memoir, poetry, etc.
- Makers and music
- For Marches and political events, accessible materials for posters.
For study spaces, separate rooms
For film, allow students to show documentaries
- Music room
- The City Hall and Library programs from local talent in film, television, music and art\architecture are great. Make sure they're well publicized inside the Library as well. I tend to ignore flyers posted in the lobby.
- Lectures on all subjects
- Lectures on various topics
- Forum for local authors and issues.
- I would like to have Malibu chosen to offer the mobile DJ lab. I would like to see a Malibu Turns the Tables and turn the tables at the Malibu library.
- Some of the best programs have been authors who spoke about their books.
- Entertainment speakers, People in Malibu who would be interesting to meet and hear about especially older entertainers like Dick Van Dyke, Barbra Streisand, David Foster, Rock and roll band leaders, any retired business leaders. Martin Sheen. Larry Ellison. Developers etc.
- All children's programs and on the weekends.
- Cooking demos like at other libraries.
Programming or emails which do more to highlight all the online media available.
I am thrilled the lecture series got started and I have attended a number of programs. However, it could be more frequent with speakers on a greater range of subjects.
- I would like to see more children's programs. The magic show and puppets are always a big hit for my son who is 6. But I don't feel like they offer many programs for my 9 year old.
- Love the speaker series, always would be happy to go to even more of these
- Bantu Arts Atelier For Kids. Adult would be welcome too as there are community healthy living activities.
- Presentations by professionals

- Gardening, plant identification, medicinal plant info, Ocean, surfing, The environment,
- Children's programs, cooking programs, art activities, guest performances
- Book signings/meet and greet authors.
Presentations by renowned authors on subjects of importance to community.
- Continue to use more Malibu and surrounding cities community members' expertise (including authors and experts in their respective fields) to share with the public in the library setting. Love the Speakers' series.
Provide a venue to encourage youth TED-type talks promoting areas of thought that they are passionate about.

Use the library venue to encourage education in how to engage in civic participation. With Pepperdine as a resource for instructional expertise we can create more active politically aware youth.

- Environmental
- More visiting authors like Boys in the Boat
- Guest lectures & film documentaries.
- More speakers
- Photography, photojournalism, and music.
- Really enjoy the speaker series. Would love more speakers.
- Distinguished speakers
- Speaker series
- Variety
- Speaker programs.
- Speaker series
- Expanded speaker series
- Environmental, gardening, local causes/people/locations, interesting history of Malibu.
- Music, astronomy
- Surfing, mountaineering
- I love when you have guest speakers people that have books coming out or documentaries I really enjoy hearing directly from the artist
- I regularly see seniors posting for assistance on basic computer use needs. Although the City occasionally offers these, I believe the library is a natural place to come to for such services.
- Lectures
- Ocean related, environmental topics
- Speaker series
- Possibly more introduction of science/medical topics/books to general public (adult & children).
- I am interested in the Library Speaker Series, but often I hear of events AFTER they occur. This is why I checked the Publicity for programs above.
- Speakers
- Local artists, writers (book signing) and musicians (on patio)
- More speaker series
- Maker space for everyone!
- More celebrity and local performances and presentations.

- Holiday themed programs and also a more extensive book collection around various holidays and themes (so our kids could check out 4 or 5 books around the same theme each month).
- I have an idea which can be combined with the library services. It is make the library a source of finding and offering employment for the community. There are many professionals in the community who are 63 and up and still need to work and can not find jobs because of their age. My husband is a case. He is a programmer with a lot of experience and prolific background, needs to have an income and can not find a job. If the library had a area dedicated to promote job fair like Universities do, it could be a tremendous help to the community.
- More computer programming programs
- Talks, presentations, arts, displays
- Evening series. Nice to have films and authors speak.
- Children's programs
- It seems that anything I request has to pretty much come from another branch. I'd like to come in and actually get what I came looking for.
- Programs concerned with Malibu - like the birds in the area or by Malibu people like Rory Kennedy
- The healing aspects of yoga, breathing, meditation; gardening, growing edibles in Malibu
- Just meant keep having more.
- I'd like to see a better learning environment online. Why can't I watch an event in real time at another branch over the internet, or why am I not aware that I can if you already do stream this?
Why can't I access an archive of past recorded events across the entire county, but instead have to wait until something physically shows up in the local branch.
- Speakers Series, Film series
- Children's programs
- I love the speakers series.
The upcoming hummingbird demonstration is very exciting and more of these would be great.

Authors visiting to talk about their books like they used to do in book stores would be great.
I loved the interior decorating presentation.

Cooking.....

Any learning experience is wonderful.

- 3d printing robotics coding, other science programs --maybe one day programs or clubs for school age kids
- Programs like the TED talks , gardening ideas and maybe field trips.
- Writing groups, book clubs, more book readings. Thank you!
- I have especially enjoyed programs on electric cars, birds in the city, and jazz.
California geology would interest me. Also, other programs on nature and music.
- Book club for kids (from all age groups, including kids that can not read yet - but who are read to by adults at home).
Kids activities - art / cooking / reading
- Mostly, music or new, updated films as they usually have these a lot.
- Arts and crafts, education, health and wellness all intersect nicely with the location.
- Speakers, authors, current events, music

- Children's programs are always important. How about our youths? We need a speaker series specific for Malibu's youths.
- Bilingual children's offerings. We are in 2018 with dual immersion programs popping up everywhere. We need to get with the times to give our children an opportunity that is mandatory in other countries.
- I love the existing speaker series
- Local history, music, book signings, arts programs such as the opra group
- More speakers - really enjoy the speaker series!
- Adult classes such as cooking, writing, art and music. More classes for elementary school aged kids.
- Speakers series from authors and others who work in areas, such as environmental pollution, climate change, etc. that impact Malibu. Actually any intellectual, social or cultural topics for speakers would be welcomed. Also films, documentaries of topics relevant to our community as we no longer have a local movie theater.
- Authors, Ted-Ed type talks, Demonstrations
- Kids
- Again, for kids, keeping them to the age appropriate audience and not letting others bring kids of other ages, that destroys the experience.
- Children programs should be more frequent, maybe on a monthly basis. STEM, Robotics, and a variety of other children activities should be able to accommodate kids ranging from 5+. It's a shame that we were booted out when classes were specifically age specific... For teens or older kids when our child was accompanied by an adult and supervised. We are very much into our community library but we feel that it is not reciprocated so we haven't been going local. Other libraries seem to be more accommodating and nicer to us.
- Increase the speaker lecture series and advertise it more widely.
- Being able to access information about genealogy and other historical info such as census records and early city and town information from across the United States.
- Authors with new books, other relevant speakers
- Lectures; cultural programming; current documentaries,
- More public speakers
- Art, music, crafts, speakers

Question 13: How do you typically find out about library programs? There were 533 responses to this question.

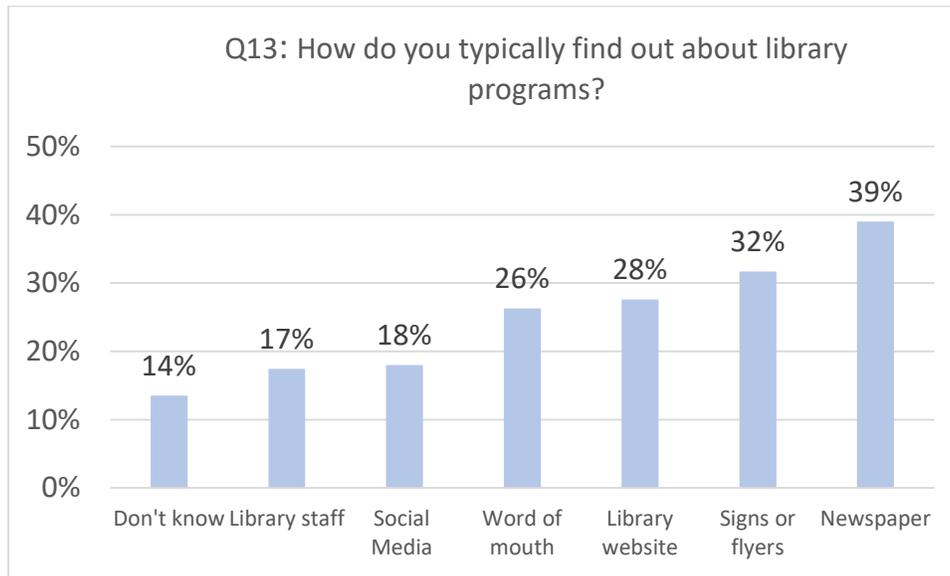


Table 13. How respondents find out about library programs

	Under 12	13 to 18	19 to 24	25 to 44	45 to 64	Over 65
Library website	50%	17%	67%	25%	31%	29%
Social Media	0%	6%	33%	24%	21%	17%
Newspaper	0%	6%	0%	25%	47%	54%
Word of mouth	0%	37%	67%	24%	24%	24%
Library staff	50%	14%	33%	16%	14%	23%
Signs or flyers	0%	26%	33%	49%	27%	33%
Don't know	0%	36%	0%	14%	9%	8%

Table 13b. How respondents filtered by age find out about library programs

Question 14: Looking forward and thinking outside of the box, please share any additional ideas.

There were 258 responses to this question. These are included below.

- My children grew up in Malibu and used the library regularly. It is important to continue programs for preschool and elementary school children so that they feel confident in a library.
- More quiet study rooms, probably a single occupant cubicle. More distance between adult computers and children's area.
- Outdoor patio, study rooms, ensure safety.
- Reduce homeless at library. Make more study rooms and have available tutors for MHS classes.

- The library could best serve the community's needs by advertising their programs through social media and the newspaper.
- Manga
- Have more activities for high school students encourage review sessions maybe add a tutor system for students.
- I think that the Malibu Library is good as it is. I've attending its programs since I was younger and continue to enjoy going to the library and seeing friendly faces
- I think it needs to become friendlier to students such as having study rooms more available for students and books that helps students with research projects
- I love the library and I want a library card, but I don't live near the library so i can never go
- It's in a kinda dangerous spot with all the homeless people all living there. I don't want to bring my brother or sister there.
- It's a very well designed place where people could work. I wish the computers/printers were slightly easier to use.
- I can expand its book collection
- Cleaner and a variety of more options to do there
- The Malibu Library is very close to Pepperdine and Malibu High school and I think that having group study rooms would be very beneficial to the students.
- Take the library out into the community.
- Study cubicles, expand materials and display books
- Calabasas library is a good model
Safety for families
Clean updated
Keep homeless and illegal immigrants from hanging out inside and outside of doors
Security
Safety
- As a way for Malibu residents with similar interests to meet up. Whether it is interest in the same types of books: mysteries, biographies, classic English authors, California authors (Luis Alberto Urrea's House of Broken Angels, anyone?) Or many other different genres, these are topics that would make interesting one-off talks and, after all, not everyone is up for, or in town for, a multi-weekly meeting.
- Perhaps a separate space for the homeless to rest?
- Make the library more of an inviting place: cleaner, more space, brighter, etc. Plus more places for sitting comfortably, if possible
- Coffee cart for the patio?
- Library should be more proactive in engaging the community through different digital and print vehicles.
For example, monthly or bi weekly readings of community authors, film makers, environmentalists, etc.
The Library of Congress has the largest collection of films in the U.S. perhaps ML could borrow some of the digitalized films to share with community card holders?
- Move the entrance towards the street so it becomes more obvious and accessible.
- Longer meeting times.
- Would like to see the library reach out to 6th Grade Middle School students to sign up with library cards and how to access book online. Maybe, the librarian coming to their Language Arts class at the beginning of their 6th Grade year to provide them with the information. Just

would love to see students continue to support this wonderful library. My three children have grown up with the library community and have received tremendous support with their schooling through the programs the library had available. I love the Malibu library, and am always excited when I go to collect my books and materials. It is a highlight of my week. The library staff are incredible, always accommodating, always gracious, and offer the best assistance. I am very grateful to have the continued presence of the wonderful place.

- A place where people can have coffee and having more of a Starbucks type environment where people can study for tests and eat and drink.
- Continue with the Speaker Series, introduce more cooking demonstrations for both adults and teenagers.
- My grandchildren love the children's computers although we often don't know how to use the programs. They also enjoy the toys and children's paraphernalia. I would be interested in more travel literature and non-fiction materials.
- By continuing to provide programs that draw the community into the Library for things other than to borrow books....speakers, children's programs, family days....etc...also by going into the local schools, pre schools etc. To get children familiar with your faces and stories....especially those who do not make use of the Library currently....Flyers to pass out to the children on upcoming events....
- Teaching kids coding.
Better study rooms/ groups for kids.
Teaching languages.
Something beyond just books and DVDs
- The homeless problem that has taken over the library is really quite sad and misplaced. Also, the freedom to watch what they want, including porn, is unacceptable!
- I think if it were open more often: early morning, Sundays, later in the evening it would be much more user friendly for locals.
- It would be helpful if the library was open earlier. If the kids area had some separation I would not have to always be stressed about my kids disturbing others while they are playing.
- We love the library!
- Work closer with the schools to promote reading, develop a closer relationship with the teachers and the students of Malibu.
- Make it cozier inside. Have a teen section that is inviting. Clean, smelling nice.
- I found this survey on Nextdoor (neighborhood website). Good place to reach the community. Why not have a shared use agreement with the new Santa Monica Community College campus planned for the old civic center?
- It feels like a deserted area as you walk in and it doesn't feel very safe. I wish that it could feel more alive, active, vibrant. I think if it felt safer more people would allow their children to go there and more people would hang out around the library.
- Please put time limits on the computers so the homeless population doesn't treat it as a home.
- Provide a clean safe environment. People shouldn't be able to set up camp at the back making it feel strange to have to try to make my way around a person stretched out over two chairs snoring. Or smelling so bad you can't go back there. It feels like a homeless encampment. I've always had a library card since i was a little girl. I lived in Ashland, Oregon, you have a sign in sheet to use computer and the max use for a computer is one hour unless arrangements are made (school papers etc.) No one is allowed to bring luggage, eat or drink. If you are on a site that is sexual or violent and it disturbs someone they are told to leave. There is a room for children's books and computers where they are safe and happily noisy not

disturbing those trying to concentrate. Old school in a good way. They have a huge seasonal and seasonal homeless population but manage it. Ventura County Port Hueneme library also has a large Spanish speaking clientele. So they provide bilingual classes the homeless children though it is quieter than Malibu. It would be fun to do some outdoor programs for kids in patio which seems so uninviting.

- I wish it felt a bit safer. Outside mostly.
- More emails on what is going on. Very much looking forward to events, getting involved
- Malibu Library is a homeless shelter now!! Unless you fix the issue, we don't need a library that's not accessible, safe for our children!!! Shut it down
- Maybe a monthly meeting between the Malibu Schools Librarians and the Malibu Library staff to build a better connection and teamwork. Twice a year meeting with Malibu Principals and staff to develop programs and needs assessments.
- All good
- Expand book and media collection.
Expand online materials such as downloadable materials and internet accessible materials (like Kanopy). Then I can use the library from home.
- It would be nice if the library incorporated more programs with the school and the students. I would suggest concerts in the park, reading in the park, etc. We have so many resources that we don't use.
- I filled out the survey earlie, but came back to add 1 thing:
I would LOVE to attend a workshop at the library in which we create a Free Little Library that we can use in our neighborhood. I would be willing to pay a fee for materials for this, as well.
- Clean up the homeless problem. This would allow us and our children to come back and enjoy the library
- I know that Malibu Library has a unique struggle trying to balance the community needs with those that have other needs, specifically our homeless population that still needs access to technology. I know that's a really hard balance to achieve, and I feel that locking that bathrooms has increased the safety (while still making the bathrooms accessible to the public), but I do wish that there was a little more discreet way to request that the bathroom be opened (and quicker - it's especially hard when you have a potty-training child and the librarian is speaking with someone, and you need the bathroom opened quickly).
- It can't. It's a waste of space.
- We like the ability to read off your fines. Thank you for offering that program.
- More online resources and streaming media services.
- Please please clean up our library. It's now so shady and children and parents are afraid to go there now. Not to mention that they have just decided to allow the homeless to go into the kids restroom in the kids section. My friend and her child found a needle on the ground!
- It would be so wonderful to have a tutoring center where local students can be served in specific academic areas or classes.
Test preparations for SAT and ACT would be of great help as well.
- Would like to make sure that if homeless people are in there, that they conduct themselves properly and do not malingering. Children need to come and use the library, and this can be a safety issue.
- Please make it feel safer
- Please work with the city of Malibu to remove homeless encampment from directly in front of library

Clean space

Friendly staff

Make it a place for children and families not a homeless shelter

- Make it up to date.
Make it clean and safe for children.
Make it a nice place to spend time.
- Arrange a traveling speaker series geared toward kids and visit each of the local schools, covering topics of interest to the kids, like anime, STEAM, robotics, etc.
Start a Malibu-themed series for kids - history of Malibu (get speakers from Chumash, Adamson House, surfers, etc.); include crafts (Malibu tiles, sand art/sculptures, paint mini surf boards, etc.)
- Serve all of us.....why is there only one voice to Malibu. Let's discuss sanctuary state with a panel of both sides...I miss my debate team in college because each team, with a flip of a coin, would represent pro or con on the issue.
OK I get the not plastic straws in the Bu, but what about consumption, greed, envy, morality be dam...that is what Malibu is to the world.
- Anything that offers entertainment or hands on activities for kids would be appreciated. I notice that there is a lot for young (preschool) kids and teens, but I'd like to see more for 8-13 ages. My kids love art and music and science and magic.
- The programs need more propaganda
- Outstanding services bring some celebrity guest speakers out to the library
- As I have stated, the library is being used by Malibu's homeless population as a kind of shelter. I do not think that most of these people are dangerous, and I understand why they are there, but it makes using the library joyless and difficult. Most of them behave in acceptable ways while in the library, BUT they almost all have serious hygiene issues and the smell is very unpleasant.
It makes visits to the library unpleasant; it makes using the library as a place to study and concentrate impossible.
I doubt there is a solution to the problem. As I can afford to buy books and can access office space, I have given up on using the library. It's a big problem and I do not want to demonize anyone. But in all honesty, this is the main reason I have stopped using the library.
- Have a branch or mobile library on west end of Malibu
- Please make this a livable place again.
- In this computer age, rely the most important service u. An provide is the abi to "lend" books virtually, to a consumer's computer; same with audiobooks.
- Provide Saturday knitting classes
- Would love to see a downloadable program for magazines & newspapers; art exhibitions, craft classes, adult guest speakers
- I think they are already doing a great job!!!
- Perhaps illuminating the types of books that are available in the library.
- Be open longer hours. Have enough staff to communicate with people coming to the library instead of referring them to a computer to check out books. Be human again.
- Get the homeless bums out of the library, it's NOT SAFE, UNDERSTAND?
- Protect library visitors from homeless problems
Digitize materials making access easier.
Take the \$300,000 you're thinking of spending on and executive director of the LA county

Library foundation and spend it on more library speakers in Malibu

Get all the county libraries to pitch in if they want to hire an executive director

- I love this library. You are doing an EXCELLENT job of serving the community's needs :)))
- I like that the library is open on Sun, please keep that open if possible!
- *An over-generalization, but true enough: Have more outreach into the schools to connect the current generation with what the library can do for them and how to use it better. At the same time helping the new generation to question more the sources of their information. This generation needs more research skill development and critical thinking skills. Many just "google" their research and believe it must be the best source and correct information.
*Have more youth groups driving programs back into the schools - peer to peer.
- I truly love the programs but sometimes I don't find out about them, I think perhaps more utilization of email to notify patrons of an upcoming program would be great.
I think the Los Angeles County Library System is wonderful, the jewel of the county.
- More community engagement
- Maybe go more digital where people can check out an e-reader if they don't have one.
- The Malibu library is extremely important to our community. The staff is friendly and very informative it's simply a great place....
- Why not host music events on your outdoor patio.
Sponsor a scholarship or writing contest with different theme
- The Malibu Library has been for years my favorite LA County facility/service. I appreciate the work that you do and the service provided, not only to me, but also to students who used to use the library extensively after school as a study facility. It seems that these days the library is filled with senior men (perhaps homeless) who occupy the computer terminals for extended periods of time and inhibit young folks from not only using the facilities, but also from even being there. We now have to have a full time guard in the library, which is sad in itself, but that seems to do little to discourage the homeless who perhaps are using the library as simply a sanctuary. Would putting a limit on computer occupancy time, and enforcing it help?
- Focus on educating the public through informative programs
- Longer hours, more library staffing
- Programs for infants, toddlers, and families
- Inviting guest speakers like Authors, Motivational & Health advocates
- We all love the library, but it is discouraging when the surroundings are unattended and look dirty. We all know that many low-income people use the library because it provides internet and a comfortable and clean space to be as well as bathrooms but that does not mean that they should or can dirty and neglect the facilities, I think you should focus on taking care of the appearance and maintenance of all facilities to make it a nice place for all to enjoy.
- Malibu library has long been a focal point of our community. Keep it up!!!
- I appreciate the Sat and Sun hours and the open until 8 PM hours.....very much
I also appreciate the Children's Programs - especially the Beattle Bugs or whatever they are called.- .concert you held there....my son has hired them for private big birthday parties for his young children w/ kids and parents for the last few years...he lives in Woodland Hills....and when I saw they were giving a performance at Malibu Library, I was thrilled.
- Easier access to wifi and an area for study groups would be nice. Also add plants in the library, if there are none already.

- I think we could hold more interesting, or educational, or just fun events and also the Literay Publishing Program I suggested above. I would be happy to work with the Library to create a Book Publishing Program.
- Definitely gallery space! Malibu is in dire need of gallery space for our local artists. The library is a perfect place for that. Maybe we need a coffee place there too, to draw people in. It would be great if the library could host coffeehouse events for teens and adults - music, poetry readings, fiction readings, art. Could we have chefs do cooking demos and promote cookbooks? Food and books, a good combination.
- Multi-generational activities concerning political activism such as making posters for marches like March For Our Lives and the Women's March and coordinating transportation.
- I have not visited in a while but I do know that I have not heard of any type of programs happening. When I was younger I used to go to the library for book reading so and once for painting pottery- my mom probably told me about it but ensure that there is enough publicity possibly in the newspapers or announcements at school.
Study rooms with greenery (for calmness)
- Be open to new ideas and love us
- Newer books and movies
- The advertising of the library is not at a good enough standard to allow students at Malibu high school to be aware of the occurring events that take place at the library.
- The library needs outlets to charge your computer and more study rooms available.
- Practice room for music.
- Famous public speakers and stuff.
- Maybe change the wifi so people over 13 can use it without parent permission.
- First, it MUST remain open, safely available, and for as many hours as are in the budget. A community without a library isn't a community with much heart and intellect. Children need to touch books and have the chance to browse through the stacks without helicopter parents directing their choices. Children's story hour on a Saturday morning teaches performance and audience skills. My Mother was a Librarian. I grew up in a Carnegie library. My success in life started in the library!
- First, the current library is a HUGE improvement over what we had for many years. It's much more welcoming and updated. And it's great that the hours include some night times. Outside of the schools, I think Malibu lacks a sense of community, which the library could contribute to by hosting a book club, hosting an art exhibit, or having some author talks. I recently attended a talk by Kristen Hannah (The Nightingale, The Great Alone) in Brentwood. It was fabulous and I wasn't even her biggest fan before I went. She was a great speaker! While I realize a library loans books rather than sells them, which would be more enticing for an author, perhaps the library could partner with Diesel or another bookstore. These are the types of events that I miss not having a bookstore in Malibu. There are books about everything, so one month could be a cookbook author with a cooking demo that would work within your limitations (smoothies, salads?), another month a flower arranging demonstration, another a political discussion (okay, a little scary in these times), and another a well-known fiction author.

I'm sure you're aware, but Malibu High School and Middle School is currently undergoing a library renovation. I'm not as connected with the schools as I used to be, so maybe you have this covered. If not, this would be a great time to partner with them to increase awareness of

your new facility and services. Also, even once the renovation is finished, it would be great if there remained strong communication and coordination between the libraries. It was great when the Malibu county library partnered with MHS in helping to select summer reading books. The county librarians were a tremendous resource! MHS and the county library serve the same 23 miles of population. As spread out as we are, it would be great if students (and non-students with respect to MHS, but I realize that would be more difficult) could access summer reading, reading required, school year reading, and other materials in both places. It would be like having two branches in Malibu. I think the county library would benefit from the access to parents and students, who will eventually become non-students.

Finally, a few more smiles and offers to help orient people would be great - especially for the kids and teens. Walk around and engage people. I know that's not the traditional librarian approach, but it would be awesome! Librarians are usually such resources! Not everybody has grown up with their parents taking them to a library. Libraries are a portal to the world beyond our, especially our Malibu, bubble! I don't know what all of your challenges are but be like Steve Jobs and think about the user experience. Best wishes!

- Keep the personnel that you have, they are very helpful, and full of knowledge.
- The library is not a clean safe space for my family due to homeless use of the library and adjacent spaces. It is a shame that the city prioritizes their use over its citizens' use. Homeless have no business using the facilities at our expense.
- If and when there are special events at the library there should be a better way of announcing it. In the local paper, having a special section in the paper for their activities or events. Sending out emails to everyone that belong to the Malibu library. That will pass the word around.
- It needs to be a safe place for children and the community to visit. It feels very unsafe. Making it a pleasant experience to enter and exit without being scared would be a good start.
- Clean it up! Inside and out!
- Safety, take care of the homeless elsewhere.
- Maybe computer sharing software and more information about the library
- Enjoyed poetry on 4/6. Noise from air-conditioner completely blocked speaker's voice. Want to hear guitarists but know the same problem will happen.
- A renovation to fit patron needs for the 21st century.
- So, I mentioned this above. A nice Recycling Bin for Batteries, such as the Thousand Oaks Library has at its entrance would be a service e to the community. As it is now, I can't think of another place to recycled household batteries except for the coop on 16th and Broadway in Santa Monica.
If you would like a photo of the box they have in Thousand Oaks, I can provide it. Just send me an email at birute@earthlink.net
- Have a READ & RETAIL day where if people come in the Library and open a library card they get a coupon good for 10% off at Cross Creek stores or a free coffee at coffee bean.
A Read & Ralphs Day where if you visit the library and /or open a library account you get a coupon good at Ralphs.
Hold more community meetings at the library and city hall especially for Seniors and with the Senior center.(I know you do a lot already) More book authors and contemporary leaders.

LOVED the Democratic meeting really great!

- I work next to Pepperdine. If the library had workshop, talks about local history, art classes or language, it might make a nice stop before hitting the traffic on the way home or make a fun weekend visit.
- Libraries should be the center of the community where people gather for many reasons, some social, some education, some just for reconnecting with themselves through quiet contemplation.
- Continue speaker series
- I love that our library was finally able to increase its hours, including early opening on Sat, and is avail on Sun afternoons. I think this is great for all the students, too. Or, do young students still use the library?
- Given the number of homeless people using the library, it would be nice to see integrated services with County or other human and health services.
Besides that, nothing could be better than the wonderful staff at the Malibu Library!
- Safety is the biggest concern as expressed in previous reviews. While I am glad the city has decided to start feeding the homeless again I have safety concerns about taking my kids to the library if the dinners will attract even more people who are mentally unstable.
- Growing up, the library was the place where I could get my hands on new books that we didn't have at home. I totally understand that libraries have expanded and that the Malibu library serves as a place for programs and other things, but I think the heart of a good library must still be its books (particularly its children's collections)! We homeschool, and after spending the fall in Iowa City with the greatest public library of all the nine places we've lived, we now know that we would be at the library at least 2-3 times a week if there were more materials that we could use in our homeschool (and if it opened at 9)! I do realize that ILL gives us access to any materials in the LA County system, and we do use it quite a bit. But there is something to be said for being able to browse shelves in your local library--especially since my oldest two are at the voracious reader phase (this fall in Iowa they'd each cart away a rolling suitcase full of books twice a week--all the Oz books one visit, all the Betsy-Tacy books the next, the complete works of Lloyd Alexander, dozens of those Childhood of Famous Americans biographies, etc!). We still have library cards in Thousand Oaks from when we lived there years ago, and in general, if I'm going to look for books on a topic that we're studying in school (say, the War of 1812 or children's gardening), I've learned that it's more worth my time to drive back through the canyon and browse the stacks there, simply because their collection is so much bigger (and includes almost every book recommended on the most popular homeschool booklists), rather than just coming down the road to the Malibu library. That might just be how it has to be, living in a small town. We do love that the Malibu library is very friendly, and my kids totally have a positive attitude about stopping in, so this is not a critique of the library overall! I would just strongly support channeling the funds that we do have here into expanding our physical collection.

As far as children's programming goes, we all drive our kids through the canyon or into Santa Monica for kid activities, so I don't feel that that is a particular need for our community that the library needs to step in and fill.

- I would like to see a workshop on how to download audiobooks.
- Schedule monthly Malibu History and Technology talks.
Commission a Mural for the side of the building.
- The Manager in Malibu is the best by far. I hope the head office is aware of how lucky we all are to have her in charge of the Malibu Library.

- Convenient - clean - Melissa very good manager library - satisfaction on photocopy machine - clean bathrooms – kids' environment clean
- It seems that most events are for children and adult events are often musical. I would like to see more variety for adults and opportunities to connect with people with the same interests/hobbies such as art or photography.
Also, I don't know if you have much input into "overdrive" audiobook downloads (since this is not Malibu specific), but I would like to have the ability to renew these books once. Some books are quite long and even though I listen for hours per day, I often get cut off before I finish the book and it can take weeks/months to get the book again. There are a number of books I have not finished because of this.
- In the last few years the number the number of homeless people hanging around the library increased tremendously, I don't feel very safe coming here with my preschooler - we were cursed out and screamed at right in front of the library by mentally unstable or maybe intoxicated individuals. Sometimes there is a very strong body odor smell; it just feels unsanitary and not a suitable place to bring children . It's so sad because our library is so beautiful and we used to love coming here and always felt lucky to have such a gem , in the last two years we find ourselves coming less and less , especially since Ms. Lauren is not here anymore .
- Get a coffee shop. :)
- I have no complaints. We appreciate the library offerings for kids. The more the better.
- By implementing inclusive activities where diversities would be promoted.
- I'm compelled to explain why I do not utilize the library as I should. I love our library. I love being able to order a book on the web and pick it up in just a few days. I love being able to call and ask a librarian to pull a book from the shelves and put it on hold for me. I was very excited about the remodel and am pleased with the results. I was looking forward to browsing the shelves and reading on the patio but I have not done so. The reason I do not enjoy the library as I had anticipated might be shameful, but I want to be honest here. I feel uncomfortable with the vagrants who frequent. Some have approached me in the parking lot and I talk to them because I want to be nice, but the ones who have spoken to me are clearly on drugs or mentally ill and I find it a little scary - and I'm 52, no longer with little ones in tow. As well, the odor of sweat and urine inside the building is not pleasant and I find myself just running in and running out as quickly as possible. I'm also a bit of a germaphobe and prefer not to dally among those with poor hygiene. So there is my confession. I doubt anything can be done to ease my particular discomfort. I apologize for not being a bigger supporter and I apologize for not being more sympathetic to the plight of the homeless.
- Separate library space for the children, please!
- Bring back the Bookmobile so you can reach the people who can't reach you.
- Of flea market in the parking lot
- I don't know. I think it does a great job now. Love the library speaker series. Staff is always great and very helpful. Also love the overdrive, libby, and kanopy apps to access materials.
- It would be great to organize age based playgroups that meet weekly to socialize or do a group craft project to be displayed in the library.
- There are a lot of mentally challenged people in this branch, which I never see in Agoura, prob cause it's not as easy to get to. They talk to themselves, exhibit Tourette's or schizophrenic symptoms; there are unwashed homeless w. Dirty clothes. I know you can't have a homeless "room," but it does make it less than useful as a "study" space...I go to the Senior Center instead, if they're open.

- Branch in Western Malibu
- You might need to get a guard out in front. The homeless situation there is frightening many people.
- I find the many homeless people in and around the library to be intimidating. They should not be allowed to eat at the computers and they should not be allowed to stay on the computers for extended time.
- Make library a hub for education of citizens on important Malibu pertinent subjects.
- I would like to see the library partner with Pepperdine and the high schools and provide more interactive hands-on civic experience for our youth. Together, they could get them integrated at an early age into understanding business, community involvement and the power of a commitment individual to making change when change is part of the solution. Our youth are the future of our community. Involvement early on encourages them to stay in community and not leave "the nest."
- Keep doing what you are doing, but more!
- Continue with Community speakers program providing info and talking points with current issues. Some ideas Sierra Club, National Geographic, travel agents, emergency info: earthquake, fires, floods, PCH safety, etc. Let me know if you need volunteers. I'm a retired teacher.
Thanks for organizing this library meeting.
- The library should close. It smells and is a colossal waste of taxpayer dollars in a modern society. Although it may serve as a meeting place for some functions it would probably be hella cheaper to just rent space at City Hall.
- I think it the Library is doing a great job.
- Clean up the civic center, people are afraid to go in there.
- It could be a HUB so to speak of everything Malibu, traffic updates, crime reports, weather, events, both at the library, and other places. Garage sales, sort of mash up of Craigslist, Nextdoor, and Malibu Times Surfside News, Park Services, Sheriffs Info, Fire Dept with more info on things at the Senior Center.
- Use volunteers to get the library out into the community more. The Santa Monica Public Library keeps a kiosk by the Annenberg Pool in the summer -- having something Sunday mornings and when there are art festivals, etc in the parking lot to get people from the parking lot into the library, more library presence in the City Hall lectures and events.
- You need better security and a new staff. The one decent person left because the situation is unbearable, the staff should go work at the shelter if they feel that strongly.
- Volunteer cleanup day. So we feel as though we are improving the area.
- Services that best assist residents with less means and need the library.
- Please clean the area up. This should be a shining jewel of education that feels safe for all.
- The library staff is always very welcoming, friendly and extremely helpful on finding the materials you are looking for and suggesting new titles. They always mention new programs that will be coming up soon.
- I just want to say that I appreciate the services that the library provides for the homeless.
- To attract teenagers, it would be helpful to organize events at the schools (maybe even with community service learning hours). Also, improved catalog of books would be beneficial. Other than that, Malibu Library is a pretty good place to visit.
- You're doing a great job.
- Book signings/lectures; Features on Malibu cultural history.

- More speaker series like years past. Last year not good selections
- ? Thanks for all you do.
- More of a selection would be great, as I find most books I seem to look up have to be requested from other libraries.
- Expand the Library's hours of operation.
- Serve some coffee - allow a way for people to eat while there.
Keep up the great work - I don't have much to offer because we've been very pleased with our experience.
- The programs and reading club are terrific. Don't know how you affect change in the types of people lingering inside and outside the library - does not seem safe.
- Keep it! Don't let it go away like the bookstores. We need our libraries ??
- More speakers. Two to start with: Steve Jenkins & Derek Walter, authors of *Esther the Wonder Pig* & *The True Adventures of Esther the Wonder Pig*, & the creators & owners of Happily Ever Esther Farm Sanctuary (HEEFS) in Campbellville, Ontario, Canada. They have a wonderful message of kindness & compassion to share with the world, & are about to embark on a book tour for the latter book above, which was just released 3/6/18.
- I think the last speaker series I heard of I saw on Nextdoor so I would just say a greater outreach to let people know in the community about your programs do you have something in that Malibu city guide? Thank you for being there
- Doing a great job now.
- Topics on medicine MIGHT be accompanied by appropriate services/'clinics'?
- As there seems to be many homeless people hanging out there perhaps programs or resources geared towards them.
- Thank you for asking. Collections online, collections online, collections online; especially audiobooks, and multiple copies, in case book clubs select the book.
- Having a teen study room would be great!
- Educate community about classic literature and socially relevant literature (black authors, and Hispanic, etc)
- I think the idea of Arts exhibitions is really good...a lot of artists in Malibu with no public space to show. I think it would be splendid to have a jurying and reviewing body for selection of artists that is not attached to the City of Malibu...but perhaps in co-ordination with. I think this could make the Library more of a destination for locals.
- I think it is just a tremendous service and it really is the gem of the Los Angeles County system. I am very grateful to have a library like this and I really utilize and enjoy it.
- Have a kids Breakfast and Books time from 9-10 a.m. One morning a month when the rest of the library is closed. Then the kids can have story time, eat bagels and enjoy the library without having to be quiet and calm! Having this in the library (with the computers turned off) will encourage them to enjoy being in the library and choosing books.
- I have an idea which can be combined with the library services. It is make the library a source of finding and offering employment for the community. There are many professionals in the community who are 63 and up and still need to work and cannot find jobs because of their age. My husband is a case. He is a programmer with a lot of experience and prolific background, needs to have an income and cannot find a job. If the library had a area dedicated to promote job fair like Universities do, it could be a tremendous help to the community.
- Stock more books
- The lower shelves are hard to read and search through for an older adult.

- If we're supposed to think outside the box, why are we writing in the box.
- Do not allow the homeless to take over the library.
I do not want to sit in a chair that a homeless, unbathed person has been using.
I do not want to use the bathrooms that the homeless are using for their personal hygiene
- More tech forward, events, talks, arts, spin up community discussions
- I would like more children programming. More space for school aged children to do work or read.
- More book clubs offered. Love author speakers.
- Get serious about providing better security in and around the library. The drunk, belligerent, aggressive panhandling homeless need to go!
- I don't think enough people know about some of the library's newer services, like e-books and DVDs.
- The Speaker's Series is successful and can be more active. Maybe screening of films and discussion after for kids.
- Email us about activities and what is new at the library?
- I would ask Kathy Sullivan and the Friends of the Malibu Library for a list of their suggestions. There seem to be a lot of very active community members who have been working with the Library for years.
I appreciate you sending this survey to find out.
Have you compared the Malibu services to those of Agoura and other communities?
I think the Library does a lot with the work of all the programs.
-I think maybe there could be more done for example at the Farmer's Market to let people know that the Library is right there and there are books and everything they can take advantage of.
-The location is kind of out of the way of the main drag of Cross Creek or Webb Way, so anything like another sign for East West traffic would help.
I'm sure when the SMCC construction comes in to move in there might be more signage made by the city? Of SMCC?
- Make space, community resources and hands on learning for kids and adults. Adult learning programs currently only are of interest to a very small minority of the local adults.
- Make it a safer place
- Visiting the library is not comfortable with numerous homeless people creating a noisy and unsafe setting.
- There is an odor. Maybe get new flooring.
- Work with City and local stakeholders to make library safe for all including being a resource to our homeless neighbors
- Doing a good job now
- Not piss away money on survey monkey surveys confirming the obvious, and just give out free coffee to all visitors, and pursue programs staff and the odd user would be interested in.
- Safety is vital
- Speakers of all kinds
Demonstrations of all kinds
Chess playing classes, beginners through advanced.... Tournaments
More books to browse through.
- While the homeless are well accommodated in Malibu, children are not. Why is our library not safe for children?!!! Please give our children a separate library space. They deserve to be able

to play and read without the unwanted attention of pedophile type charters being able to loiter around in the children's section.

- The library is full of homeless people, only allow those that pay LA County Taxes to enter the library or charge admission.
- Have better advertising and communication with the Malibu residents about the library's programs.
Have people give the library their email address to keep them informed of what is going on at the library and in Malibu.
- Think about joining CEEIN <https://www.cde.ca.gov/pd/ca/sc/oeceeein.asp> to participate in environmental education. Create an environmental literacy section in the library; I'd be happy to make purchasing suggestions for a collection in this area! Think about creating a 4x a quarter environmental writers' event bringing in people like Michael Pollan, Dr. Jared Diamond, Dr. Brian Fagan, Barbara Kingsolver and more. Love your library to bits. Thank you so much for what you provide to the community.
Join up with the Topanga Authors Group; contact librarian Oleg Kagan for ideas on how and why to do that.
Create a local writers' group.
- Innovative adult programs. More cooking programs. Crafts, language learning.
- How about relocating the New Arrivals Book Shelf which blocks the entry into the library? It cuts off the sight line for the security guard to watch the entrance and doors to bathroom facilities.
- Establishing a community gardening program (perhaps in the park across from the library) where kids and adults can plant, grow and take care of vegetables, herbs and plants which could then be donated to homeless shelters.
A food pantry for low income families / individuals and homeless in Malibu.
A Thanksgiving (and other holidays) food drive to provide non-perishable food items for the homeless in Malibu.
A legal pro bono workshop (once or twice a month) to assist women / minorities / homeless in Malibu.
- It helps a lot of people on a daily basis. The Malibu Library has good, convenient hours for the patrons.
- Continue doing what you are doing for the most part!
Please train your staff to (gently) ask patrons--especially families with children--to use quiet voices inside the library. It is very frustrating to have kids (and parents) speaking loudly and treating the library like a coffee shop or playground.
- It appears that the community is being well served when I walk in: the homeless have access to the computers, the children's section is large and inviting, there are newspapers and magazines to peruse by all. But my needs are not those of parents or students who might like to see further improvements.
- Hands-on art or trade classes with materials fees for different age groups would be welcome. Not just the standard drawing and painting, but sculpture, woodworking, metal craft, plumbing repair, simple electrical wiring (like how to install light fixtures or retrofit LED light fixtures), garden sprinkler or drip irrigation, Malibu-specific gardening, etc.
With the ubiquity of smart phones and tablets — and I've witnessed many homeless owning them — why does the library need to provide more than 3-4 computers? Besides, Internet access may be more economically provided through a tablet — that also takes less technical knowledge to set up and maintain.

- Malibu library is an amazing resource but over the past few months I have found the library and its surrounding area to be a difficult place to visit due to some of homeless people who congregate there. I have been in the library with my children trying to do homework when a fight broke out inside the library between two transients. It was frightening. We have been shouted at by homeless people and followed when entering and exiting the building. I no longer feel safe there and it is intimidating to have your children sworn at by strangers. One time the library security guard had to escort us to my car as there was so much activity by apparently mentally ill or drug-impaired transients outside the library. I have seen men watching porn on library computers when my kids are at a neighboring table trying to do homework. Don't ask me how they can do that!

While I sympathize with the homeless we can no longer use our local library. It has become an unwelcoming place for families through no fault of the library staff. Until this is rectified any improvements to the library or its collections are a waste of time and money. I know many families with children feel the same way and are scared to go near the library now.

- Start with working with City's and Sheriff's department and eliminating the indigent encampments inside and outside of the library.
Set maximum times of 2-3 hours per day that anyone can use computers, so people don't just camp out all day there.
Check the bathrooms regularly to make sure dispensers are filled after indigents have emptied and left and unhygienic mess.
- Use neighborhood website to keep us informed on what is going on.
- More programs for elementary school students. Maybe some cooking classes or painting/art classes for all ages.
- I would love for the library to offer more community programs and be a place that people can gather in the community. Sadly - the environment is no longer family friendly. It is not safe to leave my children unattended even for a minute or two. The complex itself has become a homeless encampment with severe sanitary issues. The area is full of drug use and addictions. People whose hygiene is so poor use the computers all day and it leaves the chairs dirty / stained and smelling badly. I want the library to work for everyone, but I would like it to be child and family friendly first and foremost.
- I guess I want to add that I commend the library for the services and kindnesses the library and staff provide to the homeless in our community. Others may be writing to complain about this, so think it is important that MANY of us in the community commend you for your efforts and welcome and warm indoor space that you kindly provide to the most vulnerable in our community. Thank you for this.
- There is a lot of concern about the homeless using the library. I'd like to find a way to provide more services for them to help them with nutrition, development of job skills and a way to help with personal hygiene. I don't have the answers but know that many people avoid the library and that needs to be addressed so everyone feels comfortable using our wonderful library!
- Stop giving away our library funds to distant services and foundation presidents and use them to establish a branch library in western Malibu. The Boys and Girls Club does no good for adults.
- Police need to enforce loitering laws around library. Monitor people there and don't allow people to enter with drugs. No drug deals/usage outside around the area. Need to clean it up. Get help for people without alternatives (homeless)
- It fills my needs, love the speakers series

- Quiet work space is very limited. I'd love to see more individual desks with power outlets that could be used as work stations.
- Food service
- We have enjoyed many of the various children's programs and appreciate the variety and scope of the programming. However, the recent wildlife program was a bit of disaster, in my opinion. Many of the children were completely disruptive and the parents (or nannies) were useless. The poor animals were visibly distraught and our community gave an unfavorable representation of itself. I might suggest that more interactive programs be offered after school (since sitting still and being quiet proved impossible for many children); or programs that require quiet, polite children have a max capacity. I also think there is nothing wrong with a librarian asking a child to leave a program. Feral children need immediate consequences and the negligent parents or nannies in this town certainly aren't doing their jobs.

We also avoid the library after children's programs as many parents in this community fail to teach their children library etiquette. Enforcing quiet in the library is okay! It is not a playground!

In general, I have been very happy with the library. Overdrive and Hoopla are great. The "holds" system works well and I use it frequently for a wide variety of materials. The homeless issue is a big drawback but I realize that issue goes beyond the library and our community is trying to address it.

- Special events that might draw more public participation such as music, Ted-Ed talks, or Art exhibitions.
- As I said before if the children's area should be entirely separate for safety, away from unknown adults who try to talk to them, and the staff are powerless to stop them. Truly awful. It would also block the noise that children make which disturbs some folks who are trying to read quietly.
- You all do a great job. I'm very proud of our Malibu Library!
- Adult programs!
- Interact more with the schools in the city. Boys and Girls Club, reach out to the teachers of the art programs at the schools, offer to have some of the kids' programs at the schools. Offer a gallery space to the High School Art teachers for their kids to shine.
- Provide better customer service; Add educational and more frequent programs for kids that are not age specific but offers a wider age range esp, if supervised by an adult;
- This problem overlaps a much larger one facing the city, but the homeless who camp out on the facility's campus are a deterrent to library customers. The city has to address this ongoing problem in a compassionate and realistic way, there should be a much stronger effort to find a solution.

It would be great also to have not only culture programming but self help programming, more yoga classes, senior fitness classes, nutrition lectures. Those that are there, if there are any, aren't advertised in a meaningful or effective way.

- Just keep up your good work!
- Partnering with the local school and local and state parks program for education
- Would enjoy a greater selection of downloadable materials as the homeless scare me from visiting in person as often as I'd like
- I would love for Malibu to eventually have a Maker Space, but improving safety, and upgrading the website, search engine are key initial elements that need improvement at the Malibu

Library, and county-wide. Keeping a diverse, eclectic and interesting range of print books and resources remains essential.

- Need greater community awareness of library resources including bookstore!
- Keep it clean and safe for young children.
- Get more technology like some other libraries--3D printers, cameras, laptops which can be checked out, etc.
- Liked having mobile in Pt Dume Village parking lot.
- We need library services in western Malibu. We need a branch library.
- How libraries have changed in my lifetime! I welcome innovation that makes the library a focal point of the community and part of an ongoing dialogue about our needs and shared future. The outstanding library staff deserve accolades for their dedicated service to all patrons; their friendly, patient, engaging presence is the best service of all. That severe library atmosphere of my youth has fortunately been replaced with enjoyment and inclusion.
- Get rid of the public computers.
- I tried the Overdrive method of listening to audiobooks but my book expired before I was able to finish it so I have never used it again.
- I think it would be great if we could collaborate with Malibu High School and do a joint use so the library could be a community asset that is open to public on weekends and after school hours.
I think a lifelong learning center would be awesome - featuring different workshops on writing or creative endeavors and the arts.
I think the library could be a creative hub and also could potentially be jointly used as a performing arts center.
Thank you for working with our community to make it better tomorrow than it is today!
- Continue to keep it a safe, friendly place to enjoy.

Question 15: Please provide an email address and we'll send you project updates and notifications of additional opportunities to participate in planning the future of your library.

231 emails were received in response to this question.