

# ANNUAL REPORT FOR 2020

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## LETTER FROM THE STATE LIBRARIAN

As California's oldest cultural heritage agency, the State Library has been collecting, preserving and sharing California's unique heritage for more than 170 years. And if there's one thing we've learned, it's that even in the face of adversity, Californians will demonstrate unyielding perseverance and innovation.

This past year was one of the most challenging in California's 170-year history. The COVID-19 pandemic, widespread civil unrest and wildfires tested the resolve of communities across California. Through it all, the state's 1,128 libraries continued to provide vital resources and services to Californians in all 58 counties.

With support from the State Library, libraries shifted their operations from in-person plus online to online plus outdoors. And they did so quickly, efficiently and creatively.

Within a matter of weeks of the statewide stay-at-home order, branches were offering online programs for kids and adults, outdoor story times, curbside pick-up and drive-through "Lunch at the Library." These services helped stave off social isolation and bolster much-needed community resilience, especially among populations hit hardest by the pandemic.

With school doors closed, students, families and teachers turned to the State Library's K-12 Online Content Project, which provides California's 6.2 million K-12 public school students with free, reliable educational content and tools. Use of some of the online resources increased as much as 590% when schools first closed.

The State Library used federal and state funding to support high-speed broadband access, Wi-Fi hotspots and device lending at public libraries. These services were a lifeline for Californians reliant on local libraries to access the internet for job searches, distance learning, public health information and emergency services.

We also pivoted our service model to accommodate the "new normal" resulting from the pandemic. Electronic lending, online trainings for staff and curbside pickup enabled us to provide regulators, attorneys and other elected and non-elected policymakers with the resources they needed to do their jobs effectively – from any location.

We've proved our ability to be nimble and collaborative through the most difficult times. In 2021, the State Library will keep finding innovative ways to connect the people, libraries and government of California to the knowledge and resources they need to meet whatever challenges lay ahead.

Respectfully yours,

Greg Lucas, State Library

## ABOUT THE STATE LIBRARY

Founded in 1850, the State Library collects stories about who and what California is: millions of books, Gold Rush-era maps, suffragettes' diaries, immigration logs, periodicals, photographs, paintings and posters. The State Library also stores and organizes federal and state publications, is home to the Bernard E. Witkin State Law Library and the Braille and Talking Book Library, and serves as the lead state agency for library-related services throughout California.

The California State Library:

- Invests more than \$47 million in state and federal funding annually to support local libraries, including early education initiatives, high-speed broadband access and literacy programs.
- Supports transparency and accountability in government by preserving and ensuring access to government publications, information and patent and trademark resources.
- Informs the decisions of policy makers by providing specialized research to the Governor's Office, the Legislature, and their staffs.
- Supplies state government employees with the information and training resources they need to be effective, efficient and successful.
- Ensures access to books and information for Californians who are visually impaired or otherwise print-disabled.
- Connects Californians to the state's history and culture by collecting, organizing and preserving essential information on California, the United States and the world.

## 2020 BY THE NUMBERS

- 171 Years Serving the People of California
- 1,128 Public Libraries in California
- 296,124 Summer Meals Served to Children Through Lunch at the Library
- 900+ Public Libraries Connected to High-Speed Broadband
- \$47.4 Million In State and Federal Grants to Support Local Library Programs & Services (2019-2020 Fiscal Year)
- 435,000 Public Programs at Local Libraries
- 5.3 Million Public School Students with Access to K-12 Online Research Tools
- 13,031 Adult Learners Participating in Local Library-Based Literacy Programs (2019-2020 Fiscal Year)

## LOOKING BACK

### **Crisis Response & Community Resilience**

With buildings closed due to COVID-19, libraries shifted to a new service model to support their communities. Programming was brought online. Librarians showed their creativity through virtual story times and online job coaching. Personal Protective Equipment like face masks were built with the 3D printers normally used in library Maker Spaces.

Closed doors led to curbside pickup services and grab-and-go meals accompanied by take-home learning kits and free books. These services and programs helped stave off social isolation and bolster much-needed community resilience, especially in communities hit hardest by the pandemic.

Librarians also served as “second responders,” keeping Californians up-to-date on rapidly changing public health information and connecting vulnerable populations to social services and other resources. Local libraries extended Wi-Fi access into their parking lots so adults could connect to their workplace, go to school or search for a job. Students attended online classes and did homework. Libraries in areas impacted by wildfires helped locals complete FEMA applications, insurance and other paperwork.

And this all happened as many library employees were furloughed or reassigned to new posts as Disaster Service Workers.

### **Bridging the Digital Divide**

More libraries than ever before are connected to the same high-speed broadband network as the University of California, state university system, community colleges and public schools. Over the past six years, more than 900 of the state’s 1,128 public libraries have been or are getting connected. Now, as the State Library enters Phase II of this effort, the challenge will be to boost bandwidth at every library to meet the ever increasing digital demands of California’s communities.

“During the SCU fires, more than 50 Santa Clara County Library District staff supported the Emergency Operations Center by delivering PPE supplies, staffing welcoming areas, making COVID contact tracing calls and providing support at resource centers.”

### **California Cultural Collections Protection Survey**

The State Library and other cultural heritage partners undertook a comprehensive survey of California’s archives, historical societies, libraries, museums and tribal nations to better understand the nature and condition of their collections. Findings show that most of the entities entrusted with vouchsafing California’s cultural keepsakes lack disaster response plans and long-term protection strategies. The library will publish a full report later in 2021 to

help inform state decision-making on arts and cultural heritage investment.

### **CARES Act Funding**

Libraries received a small amount of federal support in the Coronavirus Aid, Relief, and Economic Security (CARES) Act. Charged with administering the roughly \$3.5 million earmarked for California's local libraries, the State Library deployed funds to respond to the greatest needs highlighted by the crisis. Helping connect Californians through libraries with hotspots and laptops is a top spending priority for these one-time funds. So is expanding online workforce development opportunities and supporting summer reading programs.

### **Bringing the Library to You**

The State Library brought literacy, technology and other services to Californians facing challenges visiting their local library through Bringing the Library to You. The \$3 million grant program supports mobile library solutions including bookmobiles and pop-ups in hard-to-reach areas. With COVID-19 making it even harder for isolated Californians to visit their local library, these grants make it possible to access vital library services and programs.

### **California COVID Diaries**

In collaboration with First Partner Jennifer Siebel Newsom, the State Library launched the California COVID Diaries, a community-based archive enabling Californians to share their experiences during the COVID-19 pandemic. The collection includes journal entries, blog posts, poems, artwork, photographs and videos from across the state. Submissions will be preserved to help future generations understand and learn how Californians responded to the pandemic.

### **Cal@170**

In celebration of the 170th anniversary of California statehood on September 6, 2020, the State Library published 170 original stories that describe who — and what — California is. The collection epitomizes the unique character of California and its residents, past and present. Cal@170 includes stories about natural disasters, massacres and riots, but there are even more accounts of compassion, resilience and ingenuity.

“With the onset of COVID-19, Burbank Public Library staff served our community digitally and over the phone, as well as staffing the City’s COVID-19 hotline. Library staff answered more than 4,300 calls and staffed the Emergency Operations Center until its closure in August. We also staffed a community cooling center during spring and summer while other indoor venues were closed.”

## WHAT'S AHEAD

### **Five-Year Investment Plan**

The State Library is conducting an extensive evaluation to inform its next five-year spending blueprint for federal Library Services and Technology Act funds. These funds help California's libraries respond effectively to local needs and align their services with their communities' aspirations. Federal aid also provides continuing education, leadership, and networking opportunities for the California library community. This evaluation is conducted in partnership with local libraries to make sure the priorities match the needs of California's public libraries and the communities they serve.

### **"Broadband for All"**

In August 2020, Governor Newsom signed Executive Order N-73-20, directing the California Broadband Council, of which the State Library is a member, to develop and implement a ["Broadband for All" Action Plan](#). The plan's primary aim is that all Californians have high-performance broadband available at home, schools, libraries and businesses. In 2021, the State Library will continue working with local libraries to ensure communities have equal access to affordable, quality broadband and the devices and skills needed to use it.

### **Grants Portal**

In 2020, the State Library launched the [California Grants Portal](#), the state's first online tool to help Californians easily find all grants and loans offered by state agencies. The library collaborated with more than 1,000 stakeholders during all phases of the site's development. Thanks to their input, the California Grants Portal was named a 2020 Government Experience Award winner by the Center for Digital Government. In 2021, the library will continue soliciting feedback from grant seekers and state agencies to improve the portal and ensure it meets the needs of all stakeholders.

### **Supporting Distance Learning**

The State Library will continue to provide teachers, students and parents with easy access to reliable online educational resources through the [K-12 Online Content Project](#). The project provides research tools and teaching guides from ProQuest, TeachingBooks and Britannica—at home, on their laptops or from their smartphones. These tools have proved to be invaluable resources for distance learners, with a 590 percent increase in usage of some resources since March 2020, when schools first closed due to the pandemic.

### **Economic Recovery**

During times of economic hardship, people turn to local libraries for help with skills development, job seeking and small business support. The State Library is investing emergency funding from the federal CARES Act to provide libraries with even more online tools to support employment efforts and workforce development skills. The library is also partnering with the California Labor and Workforce Development Agency to create stronger partnerships between libraries, local job centers and economic development entities.

### **Meeting Changing Needs**

Like local libraries, the State Library's service model has evolved to accommodate changed work patterns resulting from the pandemic. The library's priority is to improve searchability on its website and steadily increase online resources available to ensure that state employees, elected officials and their staff have what they need to do their jobs effectively. Online trainings for legislative and gubernatorial staff have been held to better acquaint them with everything available at the library and how to access it remotely, whenever and wherever they need it.

### **Equity, Diversity and Inclusion**

The State Library must be reflective of California's unique diversity and share the stories that describe who we really are as a state. To that end, the Library is:

- Evaluating our online exhibits and historical content to ensure they reflect a diversity of viewpoints and experiences;
- Ensuring principles of equity, diversity and inclusion are embedded in the library's work habits; and
- Providing grants to help local libraries achieve their equity and inclusion goals.

### **Braille and Talking Book Library**

In 2021, in response to a new federal policy making it easier for people with reading disabilities to enroll in its services, the [Braille and Talking Book Library](#) will expand its outreach efforts to connect even more blind, visually impaired and print-disabled Californians to the online services they need. The library is also seeking to upgrade the technology it uses to provide reading materials to the visually impaired and working to bridge the digital divide that prevents many patrons from accessing content available to them online.

## **PROGRAMS FOR CHILDREN AND FAMILIES**

Public libraries are an ideal setting for delivering early learning opportunities, supporting children's social-emotional development and strengthening at-risk families. Even with doors closed due to COVID-19, California's 1,128 public library branches continued to connect children, youth, families and caregivers with the services they need to thrive.

### **Early Learning & Out-of-School Time**

High-quality [early learning and out-of-school opportunities](#), like those offered by California's public libraries, help narrow the achievement gap and close racial and income disparities. In 2020, the State Library invested \$5 million in library-based early learning and out-of-school programs. This investment will strengthen local efforts and partnerships to increase school readiness, promote wellness and build community resilience.

- **Early Learning** grants help libraries create and strengthen partnerships with other critical community service providers and institutions, including local elementary schools, health clinics, First 5 organizations, apprenticeship programs and mental health services

agencies. Strengthening and sustaining those partnerships ensures children, youth, families and caregivers are connected to the resources they need, where and when they need them.

- **Out-of-School-Time** grants focus on supporting and expanding the vital role libraries play for children and teens during the 60 percent of their lives they aren't in school. These programs support the social-emotional development of school-aged children and workplace preparedness of teens, setting them up for future success.

“We used the library with my kids when we were homeless. We love checking out books and story times. It's great that this service is keeping kids engaged with books over the summer.” – Anonymous Patron, Santa Cruz Library System.

“With people unable to come to the library, the Corona Public Library used its Out-of-School Time award to take library services to children. Programs included story times and activities in parks, with families distanced by hula hoops.”

### **Summer @ Your Library**

[Summer programs](#) in public libraries build communities of readers and help prevent summer learning loss. They also give families something free to do during summer months that's fun and educational.

With library doors closed by the pandemic, in 2020, California libraries instead offered 11,765 virtual programs, which received more than 1.2 million views. More than 230,000 Californians signed up for summer reading. Additionally, California public libraries distributed over 288,000 take-home STEAM and family engagement learning kits at their libraries and at community sites.

### **Lunch-at-the-Library**

[Lunch-at-the-Library](#) targets food insecurity by providing children and teens with free, healthy meals and learning opportunities when school is out. With COVID-19 impacting the ability of libraries to offer traditional programming and meal service, many jurisdictions reinvented the program by offering Grab-and-Go meals, books and learning kits at curbside “drive-thrus.” Others provided food and programming via hundreds of pop-up libraries at community meal sites.

In 2020 – even with the pandemic – libraries were able to:

- Serve 296,124 Grab-and-Go meals – up from 289,587 meals in 2019;
- Set up 394 pop-up libraries – up from 115 in 2019;
- Distribute 180,731 take-home programming kits/activities; and
- Hand-out 176,884 free books

## BRIDGING THE DIGITAL DIVIDE

Bridging the digital divide is more critical than ever before. Access to the internet and technology is necessary for distance learning, job-seeking, getting important personal and public health information, accessing emergency services and simply staying connected with the outside world.

The State Library is working with local libraries to empower all Californians, regardless of circumstance, with the tools and resources they need to become true digital citizens. That includes everything from high-speed broadband access to digital literacy training.

Coupled with the investment the state is continuing to make in boosting library broadband connectivity, California libraries are becoming better and better equipped to deliver information and services in the ways their communities expect and need.

“One in five Californians is either unconnected or ‘underconnected’ to the Internet, with the state’s most vulnerable populations – people of color, immigrants and older adults – among the least likely to have a reliable home Internet connection.” --California Emerging Technology Fund, 2019.

### **High-Speed Broadband and Internet Access**

Over the past six years, more than 900 of the state’s 1,128 libraries have been or are being connected to the same high-speed broadband network as the University of California, state university system, community colleges and public schools. This enables them to provide faster, more reliable internet access to their communities.

The State Library is expanding the use of existing library broadband grant funds to deploy an array of community connectivity strategies, including hot spots, sponsored internet subscriptions, broadband adoption navigators, and digital literacy training – particularly for those whose lives or small businesses have been most impacted by the pandemic.

In August 2020, Gov. Newsom signed an executive order calling on the State Library and local libraries to connect Californians with low-cost home internet services. In response, the State Library held a statewide digital navigator training for local library staff, providing them with the knowledge and tools needed to direct patrons to affordable internet services in their communities.

Recognizing the major role libraries play in connecting communities, the State Library was made a member of the state [Broadband Council](#). The council’s action plan, issued in December 2020, proposes multiple initiatives involving local libraries to improve community connectivity. The State Library is using federal emergency funding from the CARES Act to help public library patrons connect to the internet. These funds are being earmarked for hotspots and affordable

laptops, so that users have both a device and access to the internet. The State Library is also working with libraries to assess their network infrastructure and boost signals so patrons can get online from the garage or parking lot when library buildings are closed.

“As part of an Emergency Operation Center deployment, South San Francisco Public Library Literacy Services opened a computer lab beginning in early May 2020 at the Community Learning Center to allow residents to file for unemployment benefits. This service allowed residents affected by the pandemic who did not have home internet access or computers to safely use library equipment and assistance to obtain their benefits and search for jobs.”

### **California’s K-12 Online Content Project**

In March 2020, when schools across the state closed due to COVID-19, students and educators found themselves facing a new challenge: distance learning. Online educational materials became vital resources, and many students, teachers and parents turned to the [K-12 Online Content Project](#), a partnership between the State Library and the Riverside County Office of Education. The project provides California’s 6.2 million public school students, as well as their teachers and parents, with easy access to high-quality research tools and teaching guides from ProQuest, TeachingBooks and Britannica—at home, on their laptops or from their smartphones.

As a pandemic emergency measure, the State Library worked with the three content providers to open access to all users connected to the internet in California between March and the end of the school year. During that time period, there was as much as a 400 percent increase in usage of some of the available resources.

The K-12 Online Content Project includes hundreds of thousands of articles, videos, books, scientific research, newspaper articles, tutorials and teaching guides. The availability of these online resources for all public schools and libraries comes from an annual investment of \$3 million through the California State Library began in August 2018. Since then, the websites have seen 176 million clicks, views and downloads.

“The Chula Vista Public Library has been influential in bridging the digital divide through the purchase of 2,000 WIFI hotspots with 12 months of unlimited Internet access that will be circulated to the Chula Vista Elementary School District to serve those families that are most in need during this time of distance learning.”

### **ECONOMIC AND WORKFORCE DEVELOPMENT**

Libraries play a critical role in revitalizing our economy by providing Californians looking for employment with workforce readiness skills, job seeking resources and career development opportunities. Libraries also connect Californians with vital social safety-net programs, such as unemployment benefits and veterans’ resources.

That’s one reason library attendance increases during times of economic hardship. As more

Californians turn to libraries for help, branches now have even more tools to contribute to economic development and workforce innovation in their communities.

### **JobNow & VetNow**

To help communities recover from the economic fallout created by the pandemic, the State Library has provided new online job search, job training and workforce development tools to all of California's public libraries.

- With one-time emergency funds from the federal CARES Act, the State Library purchased statewide subscriptions to the [Brainfuse](#) platforms JobNow and VetNow. JobNow helps Californians learn new skills, prepare for certification testing, create more impactful résumés, improve interviewing techniques and search for jobs.
- VetNow helps veterans become aware of the benefits they've earned and navigate the Veterans Administration system. It also offers workforce tools and job-seeking support, including live tutoring and interview coaching.

Launched in September 2020, the services logged approximately 4,000 unique visits and 30,000 sessions in their first three months. These products and in-person support will be a part of the public libraries' economic recovery toolkits for at least the next two years when federal funds expire.

The State Library is also partnering with the California Labor and Workforce Development Agency to beta-test employment opportunity strategies around the state. Through one partnership, 12 public libraries are working with their local workforce agencies to expand workforce development efforts, cross-train staff, map community assets and produce job fairs.

### **SUPPORTING LEARNING AT ALL AGES**

Public libraries offer a welcoming and stigma-free setting for Californians looking to achieve their literacy goals, earn high school diplomas and college degrees, and develop the workforce readiness skills they need to succeed in the 21st Century.

With support from the State Library and outside partners, public library staff and volunteers reach and engage those who may not have access to traditional learning environments.

### **California Library Literacy Services**

Library-based [literacy programs](#) deliver high societal returns by providing Californians of all ages the full range of skills necessary to be successful in school, at the workplace and in life. Last year, the State Library invested more than \$7.3 million in library-based literacy services, with an emphasis on family programs that target the intergenerational nature of literacy.

Even with the pandemic, during the fiscal year that ended June 30, 2020:

- 105 library jurisdictions provided services to 13,031 adult learners and their families. Family literacy programs served 2,456 adult learner families, including 1,501 children under 5, and 2,486 children ages 5 and over. Literacy services were also provided to 1,546 incarcerated individuals.
- 6,651 tutors and 1,141 additional volunteers contributed more than \$13.6 million worth of service hours.
- The state’s \$7.3 million investment was matched with \$19.1 million in local funding.
- Library literacy programs worked with 701 partnering agencies, including schools, community colleges, homeless shelters, and juvenile justice departments.

With the pandemic disrupting in-person instruction, programs showed resilience as they shifted to online learning models. Libraries distributed hundreds of digital devices, provided hotspots for learners and increased e-book purchasing. Tutors and learners communicated via telephone, email, text message and video conferencing. As a result, 91 percent of programs reported an increase in digital proficiency among students.

There is a significant need for English as a Second Language (ESL) programs in public libraries, particularly in areas with large immigrant populations. Increased funding for literacy programs would enable libraries to meet this demand and help recent immigrants better adjust to life in the United States.

### **Career Online High School**

[Career Online High School](#) brings nontraditional and adult learners back into the educational system and prepares them for jobs in growing sectors of the economy. Participants earn high school diplomas and career certificates “at no cost” and develop the workforce readiness skills they need to succeed in the 21st Century.

To date:

- 1,917 California adults have received a high school diploma through Career Online High School at their local libraries. More than 1,500 are currently enrolled.
- 66 library jurisdictions currently offer the program, with more participating each year.
- More than 70 percent of graduates intend to pursue higher education.
- Local libraries, businesses, and nonprofits have matched the state’s investment with over \$4 million in additional scholarships and support.

“I have been a foster mom for about 6-7 years now and I love what I do. Once I receive my diploma, I plan to register for social work classes. My goal is to one day work with social services as I know I can be of great help. Thank you again for giving me hope, and taking a chance on me!” – Angelica, COHS 2020 Graduate

### **Working Scholars**

Now in its second year, [Working Scholars](#) is an affordable and convenient pathway to a bachelor’s degree for Career Online High School graduates and local library staff. Administered

by Study.com, the program reduces common barriers to higher education for working adults, including high cost, lack of time and distance. Students can choose from more than 225 college credit courses from accredited colleges and universities, and complete them at their own pace.

The State Library covers costs for students during their first two years of study. Participants can then transfer to a regionally accredited four-year university, where they complete their studies. In 2020, more than 100 candidates for degree completed 665 college courses, with more than 20 students on track to graduate in 2021. Participants are also provided with a success coach to guide them on their higher education journey.

## CREATING, PROTECTING AND SHARING DIGITAL ASSETS

It's said this is the Digital Age. Despite a history of innovation, California has been slow to build new service models based on the capabilities that digital images, documents and data allow. This challenge to break down barriers by broadening digital access is bigger than the State Library but, within its limited resources, the library has made a commitment to creating more and more digital content.

### **Digital Concierge Program**

In 2020, the State Library launched the [Digital Concierge Program](#), a service dedicated to preserving and sharing the collections hidden throughout California state government. This program operates in collaboration with other state agencies to identify, protect and showcase the most culturally significant, sought-after or at-risk parts of their collections and records.

Although additional funding is necessary to come close to meeting demand, the Digital Concierge Program's aim is to help state agencies digitally capture, share, and protect unique historical records, photographs, videos, recordings, reports, manuscripts, maps and other materials of cultural significance.

It's just one way the State Library is using technology to improve the function of state government and enrich Californians' understanding of the history of the Golden State.

### **Digital Asset Management**

In 2020, the library implemented Ex Libris Rosetta, a sophisticated digital asset management system used by the Getty Research Institution and other leading museums, libraries and archives across the world. Rosetta will help the State Library better preserve, manage and share its digital materials with current and future generations of Californians. State Library staff have already migrated four terabytes of digital objects attached to 24,245 bibliographic records into the new preservation repository. The State Library is working towards adding newly digitized collections to Rosetta as well, in order to make them accessible to users through the library's catalog.

This transition marks a key step towards providing the greatest number of people with free, open access to the State Library's extensive collections.

## **CA.GOV Archive**

This seven terabyte and growing [repository](#) contains the digital content of all California state government agencies, commissions and departments as well as the Legislature and constitutional officers. The material is regularly refreshed by “crawling” state websites to develop a comprehensive series of digital information snapshots, an important record to maintain, particularly in the volatile world of politics.

Special “crawls” were conducted in 2020 on multiple state websites for COVID-19 related materials.

## **California Revealed**

[California Revealed](#) digitizes and preserves photographs, written materials, and audiovisual recordings from more than 300 cultural heritage institutions across the state. The resulting collection of over 84,000 online-accessible items encompass everything from home movies to government training films, diaries to dance performances, and land assessment maps to high school yearbooks.

Some of the most viewed documents include film footage of the 1915 Panama-Pacific International Exposition, interviews with John Wayne and then Gov. Ronald Reagan at Knott’s Berry Farm, a panel discussion with women members of the Black Panther Party and a 1983 demo of “Lisa,” the early personal computer developed by Apple.

2020 marks the digitization and preservation of the earliest manuscripts to come through the program, dating back to 1886.

## **ENSURING EQUITABLE ACCESS**

Ensuring equitable access means connecting all people – regardless of age, ethnicity, race, language, religion, sexual orientation, gender identification, disability or geography – to the information, services and resources they need. The State Library prioritizes supporting libraries across California in engaging underserved communities and providing equitable services that are responsive to all Californians.

### **Bringing the Library to You: Mobile Library Solutions Grants**

When people lack transportation, live far from their library or work long hours, accessing vital library services and programs can be a challenge. The COVID-19 pandemic has made it even harder for those who are isolated – including elderly, disabled and rural Californians – to access the literacy, technology and other services offered by their local libraries.

In 2020, the State Library invested \$3 million in state funding to help libraries provide isolated Californians with greater access to health, educational, workforce and other services. [Bringing the Library to You](#) grants extend library services to hard-to-reach populations via bookmobiles, vans, bikes, lockers, pop-up libraries and other mobile and accessible solutions.

“The mobile services division of El Dorado County Library used Mobile Library Solutions funding to deliver specialized collection materials – large print books, movie and TV series DVDs and popular books -- to two low income seniors affordable living complexes and a skilled nursing facility at the local hospital. This new service model helps provide continuity in service to a vulnerable population, especially in times of social distancing.”

### **Braille and Talking Book Library**

The [Braille and Talking Book Library](#) provides access to alternate reading materials and other information for Californians in 48 Northern California counties who are blind, visually impaired, or otherwise print disabled. This collection of audio and braille books can be accessed free of charge by mail, download, or other assistive devices and technologies.

In 2020, despite facilities being closed for many months, the Braille and Talking Book team:

- Circulated 183,175 digital and Braille books and descriptive videos to 9,108 users.
- Facilitated 172,831 digital book and magazine downloads to 2,108 patrons.
- Began phasing out hardcopy cassette readers to prepare for a cloud-based “Duplication on Demand” system that enables patrons to check out multiple titles on a single cartridge.
- Created new digital recordings of 40 books about California or by California authors that can be downloaded nationwide.
- Co-sponsored the first annual Sac SuperFest (disability film festival) at Sacramento Public Library.
- Presented virtual outreach sessions to area Library Tech students and teachers of the visually impaired and consumer blindness organizations.
- Contributed virtually to the annual Sacramento area Resource and Technology Fair.
- Designed virtual content for California legislators to share with their constituents.

### **Braille Institute Library**

The [Braille Institute Library](#) serves adults and children in Southern California who are blind, visually impaired or otherwise print disabled. With six regional branches, this library offers more than 100,000 titles and 1.2 million volumes, including a wide range of free services, such as a Telephone Reader Program that allows users to listen to national and local news, magazine articles and other publications in both English and Spanish.

### **Cultivating Racial Equity and Inclusion**

Acknowledging the role of libraries in combating structural and institutional racism, the State Library funds “California Libraries Cultivating Race, Equity and Inclusion,” which assists public library jurisdictions in building anti-racist systems. Now in its second year, the initiative’s goal is to build a network of libraries and staff committed to ensuring equity in the delivery of library services.

Led by the Marin County Free Library and Santa Monica Public Library, 19 public library systems convened to develop and implement racial equity and inclusion plans. These plans will serve as

a framework for positive transformations in library collections, partnerships, workforces, programming and — ultimately — communities. Ten more library jurisdictions will be added to the program in 2021.

### **Zip Books**

Through [Zip Books](#), libraries can use the online marketplace to deliver books faster to library users, particularly in rural parts of the state. If a patron requests a book or audiobook that their library does not already own, Zip Books helps libraries purchase the item and ship it directly to that person’s residence – usually within 48 hours. The program empowers patrons to collaborate with their local library, creates collections that are reflective of the community, and can result in cost savings for libraries.

## **SERVICES FOR STATE GOVERNMENT**

The State Library is the research center for state government, ensuring that public health scientists, regulators, attorneys and other elected and non-elected policymakers have the resources they need to perform their jobs effectively.

A State Library card allows everyone in California government to remotely access State Library catalogs and online resources as well as borrow books, magazines, journals and training videos.

### **California Research Bureau**

The [California Research Bureau](#) provides confidential, nonpartisan and authoritative public policy research, analysis and information services at the request of the Governor’s Office and the Legislature.

Typically, the Research Bureau fulfills between 700 and 1,000 requests each year, though the pandemic reduced the total number of requests in 2020.

Requests include researching legislative intent, legal precedent and regulatory history, and finding, analyzing and visualizing data to help inform decisions by policymakers under tight deadlines.

The Research Bureau also provides training on using State Library resources, as well as generating two weekly public policy related newsletters for legislative and gubernatorial staff.

In 2020, the bureau:

- Served on the state’s blockchain working group and assisted in researching and documenting blockchain’s “potential uses, risks and benefits where relevant to state government and California-based businesses.”
- Published four major public reports, including one on the statewide and regional economic impact of U.S. National Security spending and employment in 2018.

- Updated two interactive tools, one displaying the demographics of the California Legislature, and another providing an in-depth data snapshot of each California Senate and Assembly district that highlights demographic, economic, education and environmental information, which can be compared to other districts, any county or a statewide average.
- Provided training on demand to several dozen legislative and gubernatorial staff via Zoom or Teams during the pandemic.
- Virtually hosted and trained 18 students from UC Berkeley's Institute of Government Studies in using public data to address public policy challenges related to COVID-19.
- Hosted a Capital Executive Fellow who assisted with the blockchain report and the planning, building and launching of the California Grants Portal, the state's one website from which to find all current grant and loan opportunities from state agencies.

### **Information Services**

The Information Services team provides books, databases, periodicals, and interlibrary loans help to the State Library's patrons. They are the first point of contact for many library users, both state employees and the general public.

In 2020, Information Services staff fielded inquiries and borrowing requests from throughout California and the United States, and from as far away as India, France, and Germany.

Electronic library card service made it easy for California State employees to apply for their card online, allowing them instant access to all credential-based library services. This proved to be vital during a year in which most employees were required to work remotely due to the pandemic.

In addition to providing safe, convenient curbside service of print materials, Information Services scanned materials from the library's physical collections and provided them electronically to state employees and patrons of other libraries. Staff assisted with general reference questions and provided hands-on bibliographic and database instruction to State Library patrons via Zoom. Information Services also added thousands of e-book and video titles to the library's collection.

### **Bernard S. Witkin State Law Library**

The [Witkin State Law Library](#) is the most comprehensive law library in state government. With an extensive collection of primary and secondary sources and a focus on California case law and statutes, the Law Library is frequently consulted by lawmakers and state agency staff when tracing legislative or regulatory histories.

During the pandemic, the Law Library expanded its outreach to state agencies and employees by developing a new website that features virtual presentations and exhibits and presents legal resources in a streamlined manner.

Law Library staff also worked with the State Library's Information Technology Bureau to create a first-of-its-kind Statutes-to-Bills "translator," a dataset of California statutes from 1917 onward that connects chapter numbers to the corresponding bill numbers. Staff continues to expand the database by including legislation back to 1850 and updating it each new legislative session.

## PROMOTING GOOD GOVERNANCE

The California State Library supports transparency and accountability in government by preserving and ensuring access to California state government publications, federal government information and patent and trademark resources. The State Library collects legislative proceedings, hearings, and research reports; all state agency publications; budgets and financial data; statistical compilations; directories, organization charts, and periodicals. It has been doing so for over 170 years.

### **California Grants Portal**

On July 1, 2020, the State Library launched the California Grants Portal, an interactive tool to help Californians easily find grants and loans offered on a competitive or first-come basis by all state agencies. As of February 2021, the site provided information on more than 200 funding opportunities from over 50 agencies, totaling \$17.4 billion in grants and loans.

Grantseekers can search for opportunities by agency, applicant type, category or keyword, save their searches and receive notices of new grants being offered. Since the portal's launch, [grants.ca.gov](https://grants.ca.gov) has seen more than 156,666 user visits.

During all key phases of design and development, the State Library collected feedback and ideas from more than 1,000 grantseekers and over 100 state grantmakers, who were the driving force behind the site's design.

The California Grants Portal was named a 2020 Government Experience Award winner by the Center for Digital Government. More importantly, the project was completed on-time and within budget.

In 2021, the Grants Portal team will continue convening stakeholders for feedback sessions, with the goal of improving the user experience for both grantseekers and grantmakers. As mandated by the legislation creating the portal, the Grants Portal team will also be producing a public report on the portal each year, starting at the end of 2021.

### **Government Publications**

The library's [Government Publications](#) team promotes open and free access to public information by providing a single source for government documents, which can include everything from nonpartisan, statewide voter guides and tax forms to statistics about health and education in California. Convenient and reliable access to these documents makes for a more transparent government and a more informed state.

As California's only regional depository for federal government information and a complete depository for California state government publications, the State Library collects, protects and makes publicly available enormous amounts of government-disseminated information.

In 2020, the Government Publications team:

- Updated the library's interactive, online [database of executive orders and proclamations](#) issued by every governor from 1850 through the present day.
- Developed a web form to accept electronically submitted state documents into the library's collection, making it easier for agencies to share publications, reports and other documents with the public.
- Catalogued hundreds of hardcopy, legislatively mandated reports from state agencies.
- Participated in multiple conferences, meetings and focus groups with other depository libraries and federal agencies including the U.S. Patent and Trademark Office, Copyright Office, Small Business Administration, U.S. Customs and Border Protection, and the FBI.

The Government Publications team also operates a [Patent and Trademark Resource Center](#) that offers one-on-one patent search training and tools. In 2020, the center offered virtual patent and trademark consultations and continued to make online resources available to the public — at no cost.

## PRESERVING CALIFORNIA'S CULTURAL HERITAGE

As one of California's anchor cultural institutions, the State Library helps tell the unique story of the nation's most populous and diverse state. The library protects and preserves more than 4 million books, 250,000 photographs, manuscripts and government publications from before the Gold Rush to the present day.

### **California History**

The State Library is responsible for the protection of an [extensive collection](#) of books, diaries, manuscripts, maps, newspapers, pamphlets, periodicals, photographs, posters, sheet music and other materials from and about this state's uniquely colorful past. Highlights include a bible carried by Pony Express riders; Gold Rush-era diaries and letters; Japanese internment evacuation and resettlement records; 1960's protest posters and work by famous California photographers like Carleton Watkins.

More and more of these treasures, like James Marshall's hand-drawn gold discovery map, are being made available through the State Library's online catalog.

In 2020, the California History team participated in the first virtual Sacramento Archives Crawl, showing viewers samples of the State Library's unique holdings. California History also added the State Library to the "L.A. as Subject" alliance, which includes hundreds of libraries, archival institutions, museums, and other cultural heritage entities with collections and resources devoted to the history of Los Angeles. These regional partnerships strengthen collaboration

among cultural heritage institutions and help better protect at-risk collections, a top priority of the State Library.

### **Sutro Library**

The [Sutro Library](#) is the State Library's only "branch." Located on the top floor of the undergraduate library at San Francisco State University, its vault holds more than 90,000 books and manuscripts purchased in the 19th century by Adolph Sutro, a businessman and former mayor of San Francisco. The eclectic collection includes a Shakespeare First Folio, one of only 232 in the world, as well as a first edition King James Bible and the only known copy of a world map by famed 17th century cartographer Pieter van den Keere.

Through its partnership with San Francisco State University, the Sutro Library hosts genealogy classes and events and provides faculty and students with specialized archival research training. In 2020, the library pivoted from in-person to online programming, covering such topics as women's suffrage, Latino heritage and census participation. The virtual format led to a sharp increase in attendance, with hundreds of genealogy students, researchers and members of the general public tuning in. All of the recordings for last year's virtual events can be found at the [State Library's YouTube page](#).

### **Preservation & Exhibits**

The Preservation & Exhibits Section ensures that the cultural treasures entrusted to the State Library will be accessible to Californians today and into the future.

In 2020, the Preservation & Exhibits team organized two new online exhibits, both of which can be viewed on Google Arts & Culture. ["The Skaar Collection"](#) showcases cultural artifacts related to Chinese settlers living in the Grass Valley area in the mid-1800s, while ["For the Love of Horses"](#) features California equine-related images and artifacts.

Preservation & Exhibits continues to make progress digitizing the library's vast collections. With the help of "citizen archivists," transcription was completed of a number of written materials in 2020, including the library's World War I collection and the manuscripts of prominent African American pioneer and abolitionist Jeremiah Burke Sanderson.

Work is currently underway on digitizing and exhibiting materials from the library's Gold Rush collection, with a focus on diverse points of view, including those of Chinese immigrants and both free and enslaved African Americans.

**Visit the California State Library's social media pages:**

[www.facebook.com/castatelibrary/](http://www.facebook.com/castatelibrary/)

[www.twitter.com/casatelibrary/](http://www.twitter.com/casatelibrary/)

[www.instagram.com/californiastatelibrary/](http://www.instagram.com/californiastatelibrary/)