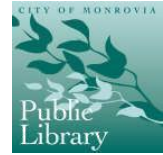




**CITY OF MONROVIA
LIBRARY BOARD
AGENDA REPORT**



DEPARTMENT: Public Services
Library Division

MEETING DATE: February 22, 2018

PREPARED BY: Mabel Cross,
Adult Librarian/Veterans Coordinator

AGENDA LOCATION: AR-1

TITLE: Veterans Resource Center Update

OBJECTIVE: To update the Library Board on the status of the Veterans Resource Center

BACKGROUND: *Veterans Connect @ the Library* is a federally funded program from the Institute of Museum and Library Services and administered by the California State Library. The Monrovia Public Library's Veterans Resource Center is one of 40 libraries in California and is the only center in the San Gabriel Valley. In partnership with the California Department of Veterans Affairs (CalVet), the Veterans Resource Center helps service members and their families learn about state and federal education, employment, housing, health, disability and other benefits that may be available through their military service. Providing information to reintegrate California veterans into the California workforce and our communities in order to provide veterans the quality of life of other Americans, is a special focus. The goals for this project are to:

1. Provide veteran benefits and local service information to veterans and their family members, and links to other organizations serving veterans, especially local County Veteran Service Offices, CalVet and the Federal VA.
2. Increase registered veterans in the CalVet Reintegration system.
3. Increase California veteran benefit claims.
4. Connect veterans and their families to library resources.

In order to meet these goals, the Veterans Resource Center is staffed by CALVET trained volunteers who provide assistance to veterans, links to local veteran's resources, access to technology, books and other library materials.

ANALYSIS: The Veteran's Resource Center is located inside the library near the magazine section and operates during regular business hours. Volunteers are stationed at a table in the library lobby for greater visibility and added convenience. Along with the Veterans Coordinator staff member, there are six (6) trained Benefit Coaches to provide resources, assist with programs, and outreach to the community. In addition, a local Veterans Affairs (VA) Outreach Specialist is on-site bi-weekly to assist veterans and their families. We also partner and network with local qualified Veterans Service Officers and veterans related organizations.

The *Veterans Connect @ the Library* is a two year grant funded program. Grant reporting requirements include collecting statistical data; purchasing materials for the veteran's collection; providing programs; recruiting and training volunteers; and attendance at training, workshops, and conferences.

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Now in our second year, we continue to broaden our outreach efforts and strengthen our support to local service members. In addition, we are increasing our efforts to make connections with women veterans, who face different challenges than their male counterparts. Scheduled programming for women will include childcare and networking opportunities with Women's Veterans Alliance and other support groups. Family programming included the *Veterans, Family, and Friends Hike*, which featured a guided hike led by a veteran ranger from Canyon Park, a tour of the Nature Center, and culminated with a lunch sponsored by the *Friends of the Library*. To connect with younger veterans, we hold monthly gatherings at local restaurants using *Meetup*, an online social networking service. Lastly, we have submitted three interviews to the Library of Congress for the *Veterans History Project*, an ongoing project to record service member's stories of military service, filmed in partnership with local KGEM studios.

Outreach and public events have included local service organizations, Rotary Club; Foothill Workforce Development; Monrovia Provider's Group; Monrovia Area Partnership; American Legion; Women's Auxiliary; VFW; Memorial Day and Veteran's Day Ceremonies; Assembly Member Chris Holden; Senator Anthony Portantino; Congress Woman Judy Chu; Los Angeles County Department of Public Health and Wellness Fair; and Monrovia Friday Night Street Fair.

Service/Outreach/Events

- ◆ 300 veterans served
- ◆ 5 veterans programs for veterans
- ◆ 14 outreach events reached over 1,000 people

Volunteers

- ◆ 6 CalVet trained Benefit Coaches
- ◆ 750 volunteer hours
- ◆ \$18,112.50 = estimated value of volunteer hours

Trainings, Workshops, Conferences

- ◆ March 22, 2017: Vet's Advocacy HUD Homeless Veterans Housing Voucher Workshop
- ◆ August 23, 2017: Planning and Executing Programs for *Veterans Connect @ the Library*.
- ◆ September 28-29, 2017: USC Center of Innovation and Research on Veterans and Military Families Conference
- ◆ October 13, 2017: Women Veterans Alliance Unconference
- ◆ February 9, 2018: 2018 Military Transition Research Summit: Financial Readiness for Transition

Grant Funding

- ◆ Grant funding is for a period of two years and includes supplies, library materials, programs, and staff backfill.
- ◆ 2016-2017: \$9,691.64
- ◆ 2017-2018: \$4,600.00

RECOMMENDATION: Staff recommends the Library Board move to receive and file AR-1 2018 Veteran Resource Center Update.

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LIBRARY BOARD ACTION REQUIRED: If the Library Board concurs, the appropriate action would be a motion to: **Receive and file report AR-1 2018 Veterans Resource Center Update.**

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