



LA COUNTY LIBRARY

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SKYE PATRICK, PH.D.

County Librarian

July 21, 2026

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**APPROVAL TO UTILIZE FUNDS FROM THE COUNTY'S INFORMATION TECHNOLOGY
INFRASTRUCTURE FUND FOR THE IMPLEMENTATION OF LA COUNTY LIBRARY
COMMUNICO SELF-SERVICE MODERNIZATION PROJECT AND APPROVE AN
APPROPRIATION ADJUSTMENT
FISCAL YEAR 2026-27
(ALL SUPERVISORIAL DISTRICTS) (4-VOTES)**

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ()
DISAPPROVE ()**

SUBJECT

LA County Library is requesting Board approval of an appropriation adjustment and authorization to utilize \$931,000 in one-time funding from the County's Information Technology Infrastructure Fund to implement the Communico Self-Service Modernization Project, which will replace aging, end-of-life self-check infrastructure and expand self-service access across LA County Library locations.

IT IS RECOMMENDED THAT THE BOARD:

1. Find that the proposed actions are not a project under the California Environmental Quality Act, or in the alternative that the actions are exempt, for the reasons stated in this Board Letter and the record.
2. Approve a Fiscal Year 2026-27 appropriation adjustment to reallocate \$931,000 from the Information Technology Infrastructure Fund to increase LA County Library's operating budget to support the system-wide implementation of the Communico Self-Service Modernization Project, including the acquisition of software, hardware, and related implementation services.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

LA County Library (Library) serves over 3.4 million residents in unincorporated areas and in 49 of the 88 incorporated cities within Los Angeles County. Customer use of self-service options continues to grow, while a number of Library locations currently lack self-check capability and existing systems rely on aging, proprietary technology that is costly to maintain, limited in accessibility, and at or beyond end-of-life.

The Communico Self-Service Modernization Project will replace the current legacy system with a modern, cloud-based, Americans with Disabilities Act (ADA) compliant, and multilingual self-service platform designed to improve reliability, accessibility, and consistency across all Library locations. The project includes the deployment of self-service touchscreen kiosks at each library, enabling patrons to check out materials, search the catalog, reserve study rooms, register for events, and access these services through a mobile-friendly interface. This modernization enhances operational efficiency and allows staff to focus on higher-value customer assistance and community engagement.

Implementation of Strategic Plan Goals

The County Strategic Plan directs the provisions of North Star 2, Focus Area Goal F. Community Connections, and North Star 3, Focus Area Goal A. Communication & Public Access and Focus Area E. Data-Driven Decision Making. The recommended actions advance these goals by modernizing public-facing technology, improving service delivery and operational efficiency, and supporting the County's commitment to equity and digital access through expanded ADA-compliant, multilingual self-service options across Library locations.

FISCAL IMPACT/FINANCING

The Information Technology Infrastructure Fund (ITF) was established to support Countywide projects that improve public service delivery, generate operational efficiencies, and modernize critical technology infrastructure.

On January 20, 2026, the Information Technology Investment Board (ITIB) approved \$931,000 in one-time ITF funding to support the Communico Self-Service Modernization Project following review of the business case and refinement of the request. Library will absorb ongoing costs within its existing operating budget. Upon approval of the recommended action, Library will proceed with implementation in Fiscal Year 2026-27.

Approval of the recommended appropriation adjustment (attached) will reallocate \$931,000 from the ITF to increase Library's operating budget. Over a five-year period, the project is projected to avoid more than \$5 million in costs compared to maintaining the existing legacy self-check systems. No additional General Fund contribution is requested as part of this action.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Implementation of the Communico self-service platform utilizes a secure, cloud-based software-as-a-service (SaaS) solution that replaces outdated, end-of-life legacy self-check systems currently operating on unsupported operating systems. Migrating to a modern cloud-based platform reduces

security, compliance, and operational risks associated with aging infrastructure while improving system reliability, scalability, and accessibility. The Department will work in coordination with the Internal Services Department to procure software, hardware, and related implementation services in accordance with County contracting and procurement requirements.

The Chief Information Officer (CIO) has established Countywide information security standards and protocols to ensure effective information and cybersecurity safeguards aligned with business needs. These standards include requirements for vendor compliance with County security policies, secure system integration, and regular security assessments, including perimeter penetration testing and remediation of identified vulnerabilities, as applicable.

ENVIRONMENTAL DOCUMENTATION

The recommended actions are not subject to the California Environmental Quality Act (CEQA) because they are activities that are either excluded from the definition of a project by Public Resources Code section 20165 and CEQA Guidelines sections 15378(b)(2),(4) or are exempt under CEQA Guidelines sections 15302(c) and 15303(d).

The Communico Self-Service Modernization Project and its appropriation adjustment are not a project because the County is utilizing an internal funding mechanism to budget for the procurement of supplies, namely software, hardware and associated infrastructure.

Alternatively, the Communico Self-Service Modernization Project is exempt under CEQA because new software and hardware will replace the old and aging or non-existent kiosks will either be replaced or created involving negligible or no expansion of capacity.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Library is committed to introducing innovations that improve service delivery while maintaining fiscal responsibility. Implementing the Communico Self-Service Modernization Project will expand self-service access to locations currently without kiosks, improve accessibility through ADA-compliant and multilingual interfaces, and enhance transaction speed and reliability. These improvements will allow staff to focus more directly on customer assistance, programming, and community engagement while maintaining consistent service quality across Library system.

CONCLUSION

Upon approval, the Executive Officer is requested to return one adopted copy of this letter to the Department and the CIO.

The Honorable Board of Supervisors

7/21/2026

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Respectfully submitted,

A handwritten signature in black ink, appearing to read "Skye Patrick".

Skye Patrick, Ph.D.

County Librarian

A handwritten signature in blue ink, appearing to read "Peter Loo".

Peter Loo

Chief Information Officer

SP

Enclosures

c: Auditor-Controller
Chief Executive Office
County Counsel
Executive Office

July 14, 2026

COUNTY OF LOS ANGELES

REQUEST FOR APPROPRIATION ADJUSTMENT

DEPARTMENT OF CHIEF EXECUTIVE OFFICER

AUDITOR-CONTROLLER:
THE FOLLOWING APPROPRIATION ADJUSTMENT IS DEEMED NECESSARY BY THIS DEPARTMENT. PLEASE CONFIRM THE ACCOUNTING ENTRIES AND AVAILABLE BALANCES AND FORWARD TO THE CHIEF EXECUTIVE OFFICER FOR RECOMMENDATION OR ACTION.

ADJUSTMENT REQUESTED AND REASONS THEREFORE
FY 2026-27
4 - VOTES

SOURCES	USES
INFORMATION TECHNOLOGY INFRASTRUCTURE FUND B16-AO-2000-40033 SERVICES & SUPPLIES DECREASE APPROPRIATION931,000	INFORMATION TECHNOLOGY INFRASTRUCTURE FUND B16-AO-6100-40033 OTHER FINANCING USES INCREASE APPROPRIATION931,000
LA COUNTY LIBRARY B06-PL-96-9911-41200 OPERATING TRANSFERS IN INCREASE REVENUE931,000	LA COUNTY LIBRARY B06-PL-2000-41200 SERVICES & SUPPLIES INCREASE APPROPRIATION931,000
SOURCES TOTAL\$ 1,862,000	USES TOTAL\$ 1,862,000

JUSTIFICATION

Reflects the transfer of appropriation from the Information Technology Infrastructure Fund (ITF) to the LA County Library's operating budget to fund the Communico Self-Service Modernization Project, implementing a modern, cloud-based, Americans with Disabilities Act-compliant, multilingual self-service platform with touchscreen kiosks and a mobile-friendly interface to improve patron access and operational efficiency.

Albert Navas
Digitally signed by Albert Navas
Date: 2026.05.29 15:49:24 -07'00'

AUTHORIZED SIGNATUREALBERT NAVAS, MANAGER, CEO

BOARD OF SUPERVISOR'S APPROVAL (AS REQUESTED/REVISED)

REFERRED TO THE CHIEF EXECUTIVE OFFICER FOR---	☐ ACTION	☒ APPROVED AS REQUESTED
AUDITOR-CONTROLLER	☒ RECOMMENDATION BY Andrea Turner Digitally signed by Andrea Turner Date: 2026.06.02 14:33:33 -07'00'	☐ APPROVED AS REVISED
B.A. NO. 001	DATE 6/2/26	CHIEF EXECUTIVE OFFICER
		BY Christine Frias Digitally signed by Christine Frias Date: 2026.06.02 15:44:43 -07'00'
		DATE 6/2/26