



Association of Local Government Auditors

April 11, 2022

Laura Doud
411 W. Ocean Blvd., 8th Floor
Long Beach, CA 90802

RE: 2021 Knighton Award Winner

Dear Laura,

The Association of Local Government Auditors' Awards Program Committee is pleased to announce that the City of Long Beach, City Auditor's Office report, *Library Services Performance Audit*, won the 2021 Exemplary Knighton Award in the Large Shop Category.

ALGA was founded in 1985 to serve auditors who specialize in working with local governments, and our members represent about 300 local government audit organizations across the United States and Canada. Local government auditors are committed to helping their governments improve service delivery to the public more efficiently and effectively with the limited resources available to them.

To encourage increasing levels of excellence among local government auditors, ALGA created the Knighton Award in 1995 to recognize the best performance audit reports produced by local government audit shops in the previous year. Each year, local government audit organizations, like yours, submit their best performance audit report to be evaluated against four criteria:

- (1) An audit scope that has the potential for significant impact and is responsive to the needs and concerns of decision-makers and/or the public.
- (2) Audit conclusions that are persuasive, logical, and firmly supported by the evidence, which was gathered using appropriate research methods and tools.
- (3) Audit recommendations that are feasible and will make government programs more effective and efficient.
- (4) Audit results that are communicated clearly and concisely.

Judges from peer organizations determined your office's report was among the best of 2021.

The judges commented:

This audit assessed the equity and effectiveness of the library system. Not only was it responsive to the needs and concerns of the public, but its focus was also on an impactful topic: equity. The use of benchmarking and a variety of focus groups made this audit's scope and significant impact clear. The report started with a summary page quickly distilling high-level information to a reader and the graphics used throughout the



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report all added value. The maps overlaid with various demographic data as well as library locations were especially persuasive. The findings were clearly stated, well supported, and logically led to the conclusion: "The Library needs to improve its services to equitably meet diverse community needs." Management agreed to all 27 recommendations, many of which were creative ways to address the issues. A Recommendation Action Plan summarized them in a helpful matrix at the end of the report and included target implementation dates. This was an exemplary report.

Congratulations on receiving this award!

Sincerely,

Chris Horton, Ph.D.
ALGA President

Sonal Patel, Chair
ALGA Awards Program Committee