



MEMORANDUM

Library Services Department

DATE: June 21, 2021

TO: Board of Library Trustees

FROM: Tracy Gray, Library Services Director
Laura Burch, Analyst

SUBJECT: Library Services Director's Report

LIBRARY SERVICES DIRECTOR'S REPORT:

STAFFING UPDATES

Sharon McClintock retired at the beginning of May after 24 years as a Children's Librarian. Sharon was well loved by Mountain View families for her fun storytimes and her cheerful presence at the Children's desk. Recruitment for the vacancy in Youth and Outreach Services is in progress.

The Library welcomed several new staff members in the last few months. Megan Tristao joined the Adult and Digital Services division as a Librarian II. The Support and Customer Services division welcomed Muna Shahi and Rima Rahnemoon as Library Pages. Lycette Kintanar became part of the team in Administration as the Executive Assistant.

LIBRARY REOPENING

The Library building officially reopened to the public for limited in-person browsing and computer appointments on Thursday, April 15. For six weeks, the Library offered in-building browsing Thursday - Saturday 2 - 6 p.m. Outside Grab & Go Service continued operation on Tuesday & Wednesday 2 - 6 p.m. With Santa Clara County moving into the yellow tier in May, the Library expanded hours for in-building access

starting June 1. Expanded hours are now available Monday-Saturday 12-6 p.m. Grab & Go Service has been phased out due to decreasing demand.

Since the Library resumed in-building operations usage has been steady:

- Average of more than 400 customers per day visiting the Library
- Over 37,000 total items borrowed
- Over 150 computer appointments

Customers have been submitting positive feedback about the reopening. They are happy to have access to the building so they can browse for their own items again.

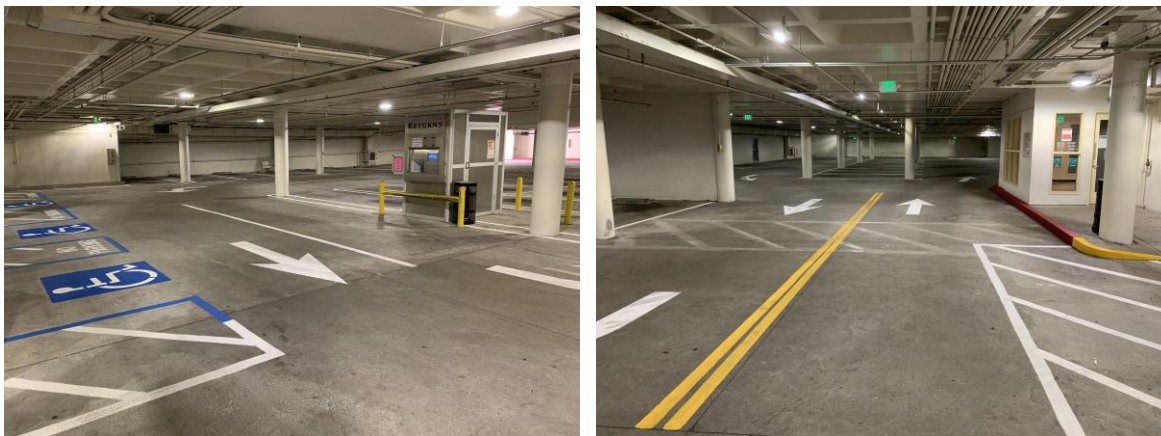
In May, staff spoke with Mikel J., who brought his 2-year-old son to the Library for the first time since the closure. “[My son] loves books, so for him it’s relaxing,” Mikel said. “We have only been living here in the U.S. for a couple of years, but we made a habit of coming here. When it was closed, it was kind of a bummer. So now we are happy that it’s open again.”

The Library will continue to monitor changes to local and state health orders and will make adjustments to available services and capacity limits based upon this information.



FACILITY UPDATES

The Library’s underground parking garage was re-stripped in April. The re-stripping improves the visibility of parking spaces and clearly outlines driving lanes that had faded and caused confusion with traffic patterns.



CUSTOMER APPRECIATION

Customer Services received a nice email in March from someone who has been utilizing the Grab and Go service: "Please know how grateful I am to you and your staff for the services you all provide. You have no idea how much it means to me - and I'm certain I am not alone in that."

DIGITAL LIBRARY ADDITIONS

On June 1 the Library added a new online resource to the digital library collection. Universal Class, an online learning platform, is available to anyone with a Mountain View Public Library card.

Universal Class offers:

- Five hundred easy-to-use courses covering more than 30 subjects.
- Courses available for professional and personal development.
- Courses are easy to use and self-paced.
- Available through the Library's existing Libby app for eBooks.

SUMMER READING RETURNS

Summer Reading returns to the Library in virtual format again for 2021. This years theme is Reading Colors Your World and the program will run June 14 - July 30.

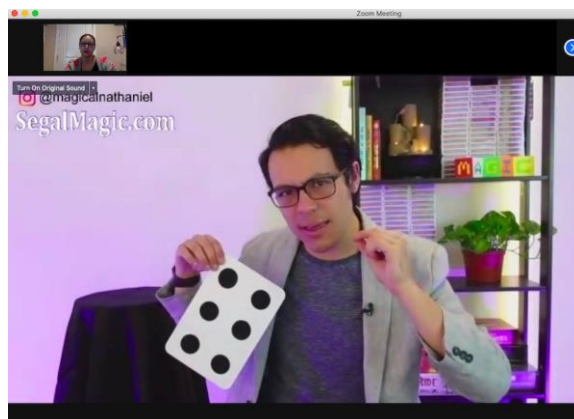
Participants can read books, attend virtual programs, or participate in other activities to

work toward completion of the program. Children, teens, and adults are all eligible to participate this year. Registration is open online at mountainview.beanstack.com.

VIRTUAL PROGRAMMING

On Tuesday, March 30 the Library hosted Women in Music: Folk, Americana and Blues.

Magical Nathaniel joined the Library on Monday, April 12 for a virtual interactive magic program with over 100 registrants.



On Thursday, April 15, the Library presented a Spanish language storytime that will be featured in an hour long KMVT documentary about the Community Health Awareness Council (CHAC) and their partnerships with local organizations.

On Monday, April 19 authors from Sisters in Crime's Norther California chapter presented a discussion on the process of envisioning, plotting, writing and revising a novel. 24 attendees logged in to learn more about the process.

The Library hosted our first Spanish language parenting program on Wednesday, April 21: Program de Crianza: Desarrolle la autoconfianza y el poder personal de su hijo (Building Your Children's Self Confidence and Personal Power).

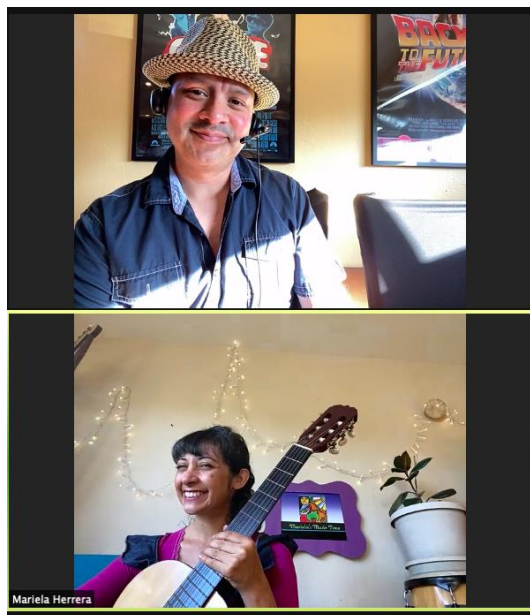
On Thursday, April 22 Vicky Fang, local award winning author of *Layla and the Bots* and other children's books series, presented a STEAM program for school aged children on design thinking.



Adult & Digital Services hosted Jerome Dees on Monday, April 26 for a workshop on the Entrepreneurial Mindset – Tips, Tricks and Best Practices.

For families that want to unplug, the Library is offering Follow Your Own Outdoor Adventure packets that are available for pickup. Families can follow the clues embedded in the environment in downtown Mountain View, scratch off clues and figure out a mystery.

Friday, April 30 was Children's Day/Book Day. El dia de los ninos is a national recognized event that honors the importance of literacy for children of all backgrounds with the aim to connect them to the world of learning through books, stories and libraries. The library secured funding from the Early Learning with Families (ELF) project to present a bi-lingual family concert with local musician Mariela Herrera on Tuesday, April 27.



Bay area cartoon artist and educator, Jon Bean Hastings, led teens in a series of five virtual art classes in April and May.



Pianist Dan Fogel entertained with a musical performance of iconic theme songs from video games, TV shows and movies including Super Mario Brothers, The Addams Family and Twilight.

