



MEMORANDUM

Library Services Department

DATE: October 21, 2019  
TO: Library Board of Trustees  
FROM: Tracy Gray, Library Services Director  
SUBJECT: **Library Services Report**

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**7.1 DIRECTOR'S REPORT:**

**CUSTOMER SURVEY UPDATE**

The Library Customer Survey is Live: On Tuesday, October 1<sup>st</sup> we started accepting responses to our 2019 Library Customer Survey. The purpose of the survey is to collect feedback on how we can better serve our community. Responses will help us improve Library services for all by letting us know how people use the Library. The survey will be open for responses until December 15<sup>th</sup>. The survey is available online in [English](#) and [Spanish](#).

**PHONE RENEWAL & NOTICES CHANGES**

For customers who renew their items by telephone, in early October we will have a new phone renewal system. The phone number, (650) 940-1015, will remain the same, but the prompts and messages will be different.

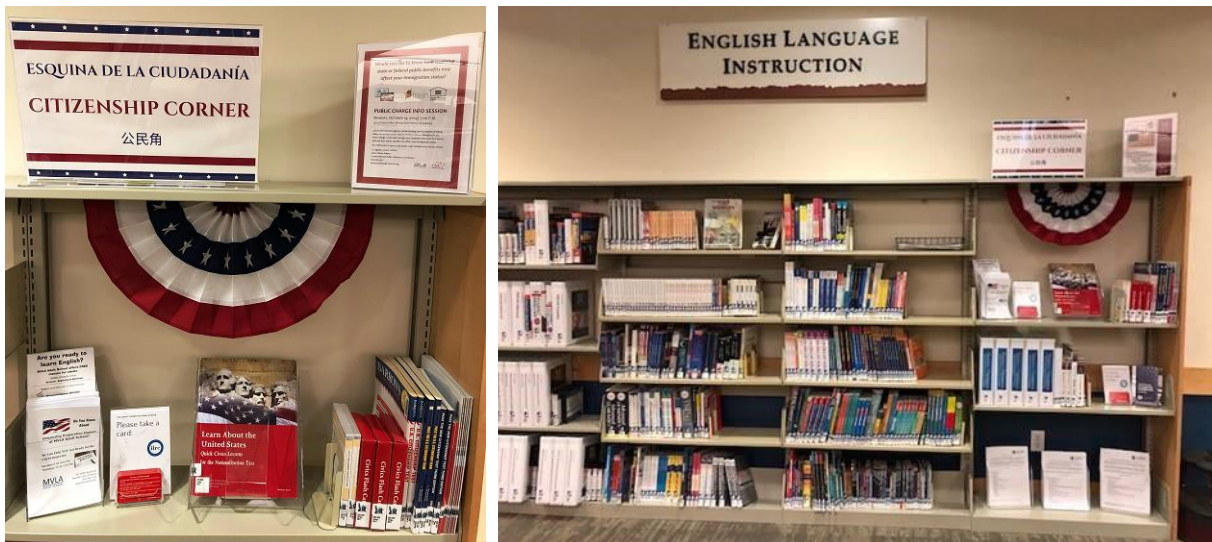
For customers who receive Library account notices by phone, this system will also be replaced this fall. The messages will be different, but all the same information will be provided.

## CITIZENSHIP CORNER UPDATE

The Library's new Citizenship Corner is now available! The Library's Citizenship Corner contains print and media materials, and online resources on how to become a US citizen. The Library's Citizenship Corner is next to the ESL collection on the second floor next to the program room. The link to the webpage is

[https://www.mountainview.gov/depts/library/services/citizenship\\_corner.asp](https://www.mountainview.gov/depts/library/services/citizenship_corner.asp)

This is one of the Library's major projects in support of the City Council's goal to *create a dedicated space in the Library with information from the United States Citizenship and Immigration Services about becoming a US Citizen and develop a Library web page with links to information.*



## NEW FIRST FICTION SECTION IN THE CHILDREN'S AREA

The library is proud to announce that we have a new section of books in the Children's area called *First Fiction*. First Fiction books are for children who are ready to take the next step in reading and try a chapter book for the first time. Look for the trees on the spines of these First Fiction books.



## PROGRAM UPDATES

Mother Goose & More storytimes draw a large crowd of our youngest library customers and their caregivers on Tuesday mornings. Storytime for infants and toddlers is offered at both 10:15 am and 11:15 am, to fit with baby's schedule.



On Wednesday, September 11<sup>th</sup> we held a SciFi Local Author Panel featuring our very own Librarian Chris Willrich. The four authors discussed their work, read passages from their stories, and answered questions from the public to an audience of 30 people.



On Saturday, September 14<sup>th</sup> Physicist Scott Wilks from the Livermore National Laboratory gave a presentation on how modern science compares with Isaac Asimov's vision of the future. He talked to an audience of 44 people about some of Asimov's predictions and shared examples of where we are today with the various technologies referenced by the author.



On Wednesday September 18<sup>th</sup>, parenting expert Sylvia Ford gave a talk about *Highly Sensitive Children*. 31 parents and caregivers attended her talk.



Adult Services hosted SciFi September trivia night on Thursday, September 19<sup>th</sup>. 7 teams came out to play trivia with questions about science fiction and science.



We had a HUGE turnout for our September Sing & Play Along Ukulele night! After a [wonderful feature story about the program in the Mountain View Voice](#), we had 74 people come to jam on Monday, September 23<sup>rd</sup>.



### National Voter Registration Day

The Los Altos-Mountain View League of Women Voters spent time at the Library on Tuesday, September 24<sup>th</sup> for National Voter Registration Day. The volunteers had a table setup in the Library lobby to provide registration materials, answer questions, and accept voter registrations to submit to the Registrar of Voters.



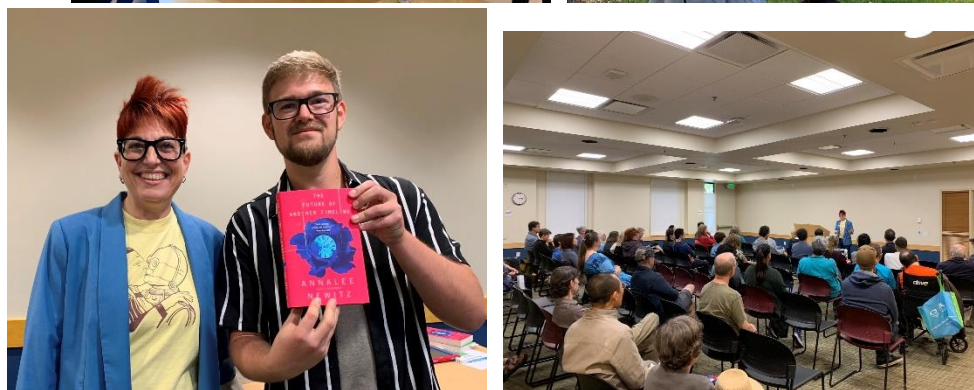
On Wednesday, September 25<sup>th</sup> we hosted our Adult Craft Night: SciFi September Edition. Attendees used Perler beads to make 8-bit art. The colorful beads were used to make science fiction characters, Disney princesses, and more.



On Thursday, September 26<sup>th</sup> we hosted a Tolkien Musical Performance in our first floor program room. 87 people, including many families, came out to enjoy the live music.



On Saturday, September 28<sup>th</sup> we hosted our Fandom Day to wrap up the month. We had a space themed selfie booth, intergalactic crafts, and Space Cantina with refreshments. People were also able to take photos with the volunteers from the 501<sup>st</sup> Legion who came dressed as Storm Troopers for the event. The Teal Crane Trio presented a science fiction/fantasy themed concert to a group of 150 people out in Pioneer Park in the early afternoon. Last but not least, Annalee Newitz presented an author talk. Annalee shared information about their work while also giving information about the inspiration behind writing and their science background. 54 people attended this engaging and humorous talk and several people gave us glowing reviews at the end of the program.



Fall Storytimes are in full swing. Youth Services Librarian Alex conducts the *Preschool Storytime* on Fridays.



On Wednesday, October 2nd we hosted the first of a four session series called *Simple Steps for Starting Your Business*. This multi-part workshop is presented by volunteers from Silicon Valley SCORE. 29 attendees came out for this first session.

## Children's Art on Display

Throughout the year, the Children's area of the library has beautiful displays of art done by children in the community. The display changes every three months. The current display comes from St. Joseph Catholic School of Mountain View.

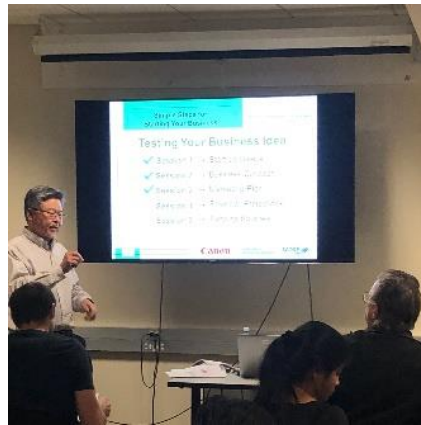


Our *Sewing with Fabmo* program started back up on Monday. The talented volunteer instructor walked attendees through the steps of creating a bowl cozy from re-purposed designer fabric. Sewing with Fabmo takes place the first Monday of each month.



We hosted our second session of *Simple Steps for Starting Your Business* on Wednesday, October 9th. The volunteers from Silicon Valley SCORE shared information about creating a marketing plan this week.





On Thursday, October 10th we hosted a 3D printing workshop. Our wonderful volunteer Jason talked about how 3D printing works, taught the group how to use a 3D modeling program called Tinkercad, and led them through the steps of customizing their own 3D printed jack-o'-lantern.



Our annual Local Author Book Fair took place on Saturday, October 12th. We had 21 authors participate and they were able to engage with the public to share information about their work. The authors brought books to sell and sign in addition to spreading the word about themselves.



## Youth Services: Adventure Theater

Kenn Adams brought his Adventure Theater for Adventure on Halloween Night! on Oct. 10<sup>th</sup>. Multiple audience members were brought up on stage to play the main characters and the rest of the audience made the sound effects and helped create the story. Kenn Adams' Adventure Theater is always a special event filled with excitement and hilarity.



## Lego Time

Every third Thursday, including this Thursday, Oct. 17<sup>th</sup>, bins of Lego toys are in the Library Program room for children to build and create. Lego Time takes place from 3:00pm - 4:00pm.

