



MEMORANDUM

Library Services Department

**DATE:** October 19, 2020  
**TO:** Library Board of Trustees  
**FROM:** Tracy Gray, Library Services Director  
Laura Burch, Analyst  
**SUBJECT:** **Library Services Director Report**

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**LIBRARY SERVICES DIRECTOR'S REPORT:**

**GRAB-AND-GO HOLDS SERVICE**

The Grab and Go Holds Service is now appointment based. After dealing with multiple days of bad air quality that caused cancellation of the service, the Library has shifted the procedure for providing access to the physical collection. Starting September 21, online pickup appointments were available using the LibCal online system. The appointments allow people to arrive at their reserved time and grab their checked out items from a table outside. This system eliminates the need for waiting in a line to increase the level of convenience for the customer that will also help when the rainy season starts. The Grab and Go appointments system has been serving an average of 60 customers per hour.

**eBOOK COLLECTION**

The Library has expanded the available selection of eBooks and eAudiobooks since the shelter in place order started back in March. The selection of e-materials also includes items for the world language collection. The Library provides access to 168 Spanish eBooks and 60 Spanish eAudiobooks. Some of these items are purchased just for Mountain View by MVPL staff while others are purchased and made available to the entire Overdrive consortium. The consortium collection also provides access to items in

other languages, including Chinese, German, Hindi, and Russian. The world language items are a small portion of total eBook circulation, the majority of which are for Spanish language items.

	Jul-20	20-Aug	20-Sep
Adult Spanish eBooks Circulation	11	13	13
Total Spanish eBooks Circulation	32	53	41
Total Spanish eAudiobook Circulation	10	14	6
Total Adult eBooks Circulation	5,209	5,435	5,220
Total eBooks Circulation	10,759	10,662	9,792

The Library's other major eBook platform, Hoopla, also provides content for Adults and Children in Spanish. While the MVPL staff purchase specific titles for Overdrive, the Hoopla collection is made available to patrons as a whole. Those items are not selected by Library staff, rather the Library gets access to all items that Hoopla curates for their platform.

### **EQUITY, DIVERSITY, & INCLUSION**

Our librarians also curated special collections of books, eBooks, and streaming movies on diversity, anti-racism, and activism to engage and inspire community members of all ages. These collections are now available through the new Racial Equity and Justice Library Collection page on the Library website, found at <https://mountainview.gov/REJcollection>.

The Library will be hosting its next equity, diversion, and inclusion program at the end of October. The two part workshop on the Neuroscience of Implicit Bias with nationally renowned speaker Kimberly Papillion will take place on Thursdays, October 22 & 29. Kimberly will help participants understand the neuroscience of implicit bias and provide concrete strategies and tools to thwart the unconscious biases in our decision making and interactions with others.

### **CAREER ONLINE HIGH SCHOOL**

We were awarded a grant to offer six (6) scholarships through the Career Online High School program, a joint project of the California State Library and Gale Cengage. The scholarship will be offered to Adults 19 years and older who have not completed high school. The program is self-paced, online, and it will require a 14 to 18 month commitment. COHS allows individuals to earn an accredited high school diploma while gaining real-world career training through a flexible, supportive, online education program. The Library will launch Career Online High School starting in early November.

### **JOBNOW AND VETNOW**

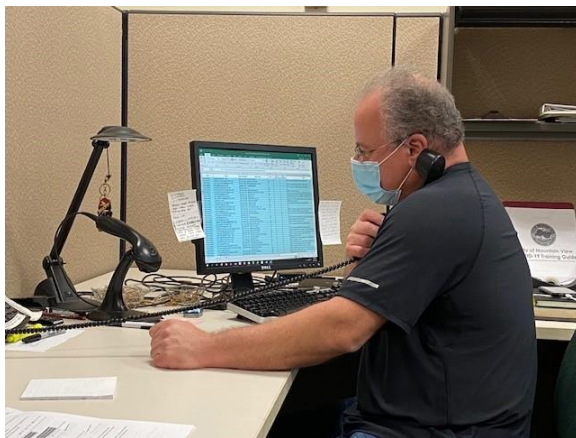
The California State Library used the CARES fund to purchase a subscription to Brainfuse JobNow and VetNow for all public libraries in California in order to support the economic recovery effort. The subscription is good through August 31, 2022. JobNow & VetNow features live online assistance, resume lab help, and educational tools to assist job seekers and veterans. We will launch this new service on Tuesday, November 3.

### **FACILITIES UPGRADE**

Water filling stations have been installed in the Library at the public drinking fountains outside the first and second floor public restrooms. The new filling stations will support the City's sustainability initiatives and provide a convenient way for patrons to fill their reusable water bottles while spending time in the Library.

### **SUPPORTING SMALL BUSINESSES**

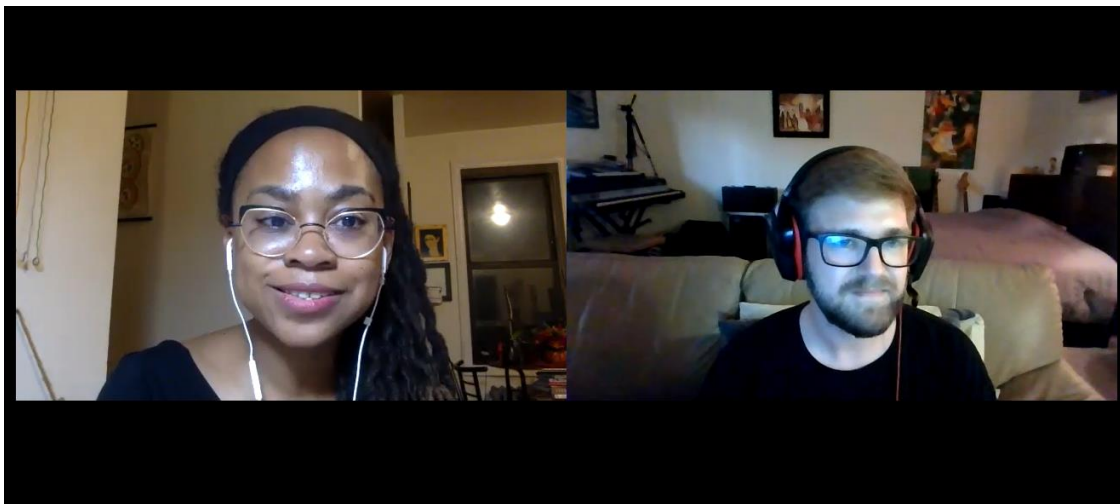
Several staff members from the Customer Service Department have been assisting the Community Development Department with a special business calling project requested by the City Manager. They recently called over 350 Mountain View businesses to give them information on funding opportunities and to ask for their business status. A report of their findings will be given to the City Council.



## VIRTUAL PROGRAMS

Adult Services hosted a virtual jazz performance on Monday, September 28. The Dave Rocha Jazz Trio performed an hour-long virtual set of jazz standards, bebop, and original tunes showcasing his virtuosity on both the trumpet and flugelhorn.

The Library hosted it's first program related to Diversity, Equity, and Inclusion on Tuesday, October 6. Jamia Wilson, Director of the Feminist Press at the City University of New York, offered insight on how we can all be everyday revolutionaries as we step into our power.



Children's librarians Alex and Sharon hosted a special barnyard themed storytime from Deer Hollow Farm on September 30. The storytime featured many animal guests to share in animal themed stories and songs.



The children's librarians have created an Outdoor Puzzle Adventure Packet for school-aged children, 7 and older. As schools are remote this fall, we wanted to provide the children in our community an opportunity to be outside and on the move, away from their screens, with an exciting and mysterious adventure full of challenging riddles and puzzles. The clues in the packet take families to locations throughout downtown Mountain View as they solve the riddle to find the "Heart of the Library." The crafted clue packets are available to pick up at our Grab and Go service. The program will run through December.