



MEMORANDUM

Library Services Department

**DATE:** July 20, 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:**

**STAFFING**

The Library currently has one active internal recruitment for a Library Assistant III in Support Services.

**GRAB-AND-GO HOLDS SERVICE**

The Library's Grab-and-Go Holds Service has had a successful first month of operation. Grab-and-Go Holds pickup started on Tuesday, June 15 and has been operating Tuesday through Saturday from 2:00-6:00pm. Patrons use their library card accounts to place holds on physical items like books, DVDs, CDs, and video games. The Library staff pull the items, set them aside, and let the patron know when the items are ready for pickup. Once the patron arrives at the Library, staff bring out the items and transfer them via contactless pickup at the Franklin Street entrance. Patrons are excited to have access to the physical collection again and they have shared their joy with Library staff over the course of the program. Since the service started, the Library has checked out 16,477 items, served 3,922 patrons, and processed 32,978 returns.



The Library is also busy processing all of the returns that were at home with patrons during the closure period. When items are returned, they remain in quarantine in the First Floor Program room for 72 hours before they are checked in and returned to the shelf. This quarantine period was studied and established by Libraries to ensure the safe circulation of physical items.



### **SUMMER READING CHALLENGE**

Summer Reading at the Library started on Wednesday, July 1 and runs through Friday, July 31. Summer Reading is open to children, teens, and adults who can participate by reading books or taking part in other activities during the month of July. Anyone interested in participating can sign-up online at [mountainview.gov/summerreader](http://mountainview.gov/summerreader) and follow the simple program rules:

1. Read, attend virtual programs, and complete online activities
2. Log progress and share with friends.
3. Earn points and badges.

In the first two weeks of the program there have been 214 readers registered who have logged a total of 683 activities. 83 people have already completed their challenge and we still have two more weeks for people to sign-up and complete the program.



## VIRTUAL PROGRAMS

Virtual programming has continued through the summer months and the Librarians are expanding the options for what patrons can enjoy from home.

Youth Librarian Sharon helped lull little ones off to sleep on Thursday, June 18 with **Love Songs for Little Dreamers - Online**. Parents and children learned soothing lullabies in a relaxed, interactive class.



Teen librarians Marie and Patricia hosted a **Teen Zoom Book Club** on Wednesday, June 24. They made use of the Hoopla digital platform to choose a book that would be available to everyone at once. The group discussed the graphic novel *Nimona*.

Candace from Adult Services led another successful round of **Virtual Adult Craft Night: Crepe Paper Poppy** in June. Participants picked up their crafting supplies from the Grab and Go pickup location and then tuned in via Zoom to learn how to make their own flowers.

Children ages 6-10 learned about how and why some animals use camouflage to survive in the wild from **A-Z Animals - Online**. This program was hosted via Zoom on Thursday, June 25 by Children's librarian Alex.

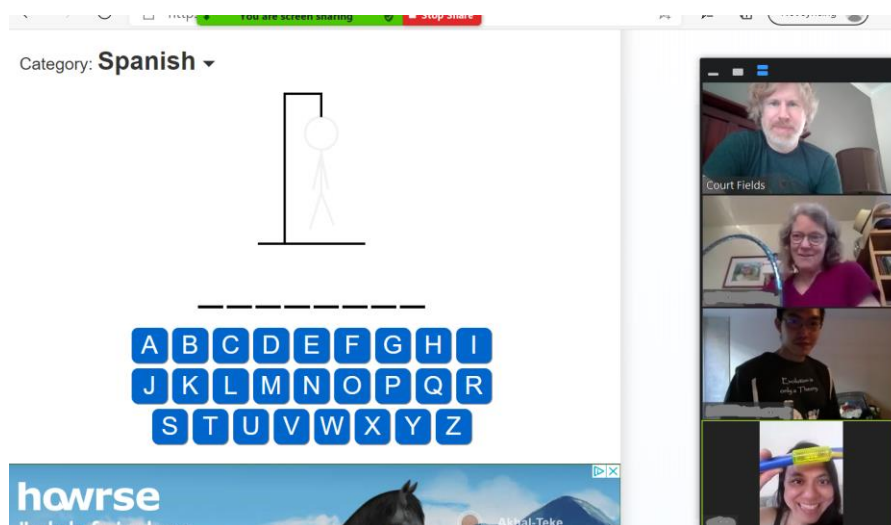


Children's librarian Renee hosted the new book club **Beyond the Book: Hello Universe - Online** for 3<sup>rd</sup> through 5<sup>th</sup> graders. Students used Zoom on Monday, June 29 to talk about the book and go beyond the text to learn more about the people, places, and issues they read about.

Adult Services, in coordination with the Mountain View Senior Center, hosted a **Virtual Digital Library Workshop** on Thursday, July 2. Staff presented an overview of how to use the various digital platforms to stream movies, read eBooks, and listen to audiobooks and music.

It is a stressful time for many people and the Library staff hosted an online meditation workshop to help participants learn techniques to deal with how they're feeling. Dr. Manish Saggur joined the Library on Saturday, July 11 for **Overcoming Stress and Anxiety During These Challenging Times**. Dr. Saggur taught a simple meditation technique that can improve personal well-being and help calm the mind and body.

Adult Services has continued the weekly language programs by continuing to host **ESL Conversation Club** and **Language Swap** via Zoom. Adult Librarian, Court, played a round of Spanish language hangman with a group of participants during the July 14 session.



Chris Chiang, Marisa and Mary Hodgett-Chiang, and special guest Mayor Margaret Abe-Koga joined the Library for Week 1 of **Civics Kids** on Friday, July 10. 53 kids learned about the Legislative Branch of government and took a virtual field trip to City Hall, including a behind-the-scenes tour by the Mayor. Next week we'll visit the MV Police Department.

