



MEMORANDUM

Library Services Department

DATE: January 25, 2021
TO: Library Board of Trustees
FROM: Tracy Gray, Library Services Director
Laura Burch, Analyst
SUBJECT: Library Services Director's Report

LIBRARY SERVICES DIRECTOR'S REPORT:

STAFFING UPDATE

Julie Acosta-Boyer has been promoted to the full-time Library Assistant II position in the Support & Customer Services Division. Julie previously worked as a 0.75 FTE in the Division.

GRAB AND GO HOLDS

The Grab and Go Holds services had a busy holiday season as customers took advantage of the appointment system to snag holds to enjoy over the break. The service had a record day on Tuesday, December 29 with a total of 441 customers checking out 1,919 items. During the first half of FY 20/21, Grab and Go had an average of 252 customers each day who checked out a combined 134,573 items during the 6-month period.

The Library continues to receive positive feedback from the community about Grab and Go. Customer Services recently received a nice message from a new customer:

“Over the holidays I applied for a new library card and checked out a DVD. I am super impressed with how well this worked! The web pages are easy to use and the grab & go pickup is great!”

OVERDRIVE DIGITAL LIBRARY

Usage of the Library's digital collection has remained strong in the second half of 2020 as Santa Clara County has continued to live under restrictions due to COVID-19. From July to December 2020, the Library saw a 79% increase in Overdrive checkouts compared to the same period in 2019. During those six months, circulation of electronic items on Overdrive accounted for 25.6% of total Library circulation compared with 7.4% from July-December 2019.

The Library's Overdrive subscription is part of the Northern California Digital Library, a consortium of library systems that share the platform and some collections. NCDL was recognized as one of [29 libraries on Overdrive](#) that surpassed one million checkouts combined for 2020.

VIRTUAL PROGRAMMING

Upcoming Programs

Silicon Valley Reads 2021 will be kicking off on Thursday, January 28 with the theme of Connecting. SVR combines selected books with programming to bring the Silicon Valley together to read, talk, and learn about topics that are relevant to the community. The theme, selected books, and the full list of programs can be found on the [SVR website](#).

The Library has four events on the calendar in connection with SVR 2021:

- Silicon Valley Reads Kick-Off: Together - Connecting and Finding Comfort
 - Thursday, January 28 6:30 - 7:15 pm
- Silicon Valley Reads: Connecting Through Crafts
 - Saturday, February 6 2:00 - 3:00 pm
- Silicon Valley Reads: Teen Watercolor Postcard Swap
 - Wednesday, February 17 3:00 - 4:00 pm
- Silicon Valley Reads: Author Talk with Alesa Lightbourne
 - Monday, March 22 6:00 - 7:00 pm

Popular children's author and creator of the Narwhal and Jelly Book Series, Ben Clanton, will be speaking to elementary children via Zoom on Monday, February 8 at 4:00 pm.

The Youth & Outreach Division is once again partnering with Community Health Awareness Council (CHAC) Family Resource Center for a Valentine's celebration on Friday, February 12 from 5:30 - 7:00 pm. The program will include a performance of songs in English, Spanish, and Mandarin from Matt of Golden Acorn Music followed by storytime, crafts, and a snack.

Past Programs

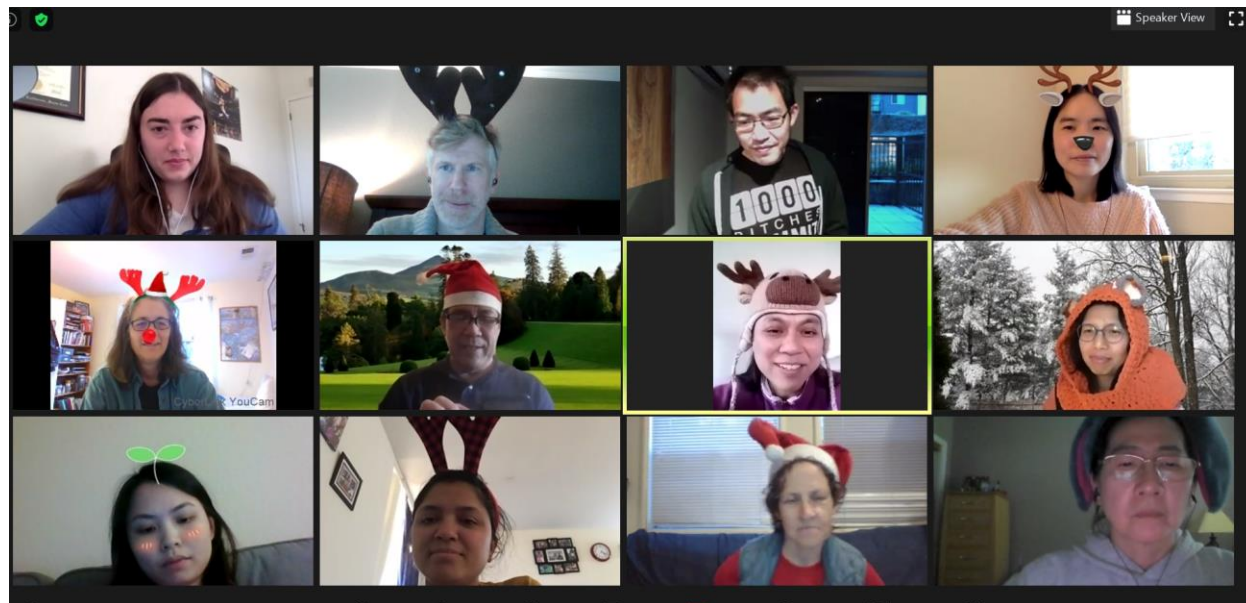
The Adult & Digital Services Division hosted The Roots of Black Music on Tuesday, December 8. This musical performance by Karlus Trapp took viewers on a 100 year journey back through time to hear, experience, and learn about the music of America's black musical giants.



Winter Wonders: Stories and Songs for the Season was held on Thursday, December 10. While the City usually hosts an in-person holiday program each year, the virtual version for 2020 was able to feature all six of the Library Children's librarians. The 45 minute program features stories, music, and more fun for families.



Language Swap attendees participated in a holiday version on the program in December. They wore costumes or used filters to create a festive mood while conversing.



The Teen librarians continued their popular Zoom Cooking Series with a session in January on making Mac 'n' Cheese in a Mug. Attendees gathered simple ingredients at home and followed along with instructions to make their own microwavable comfort food.

On Wednesday, January 20 local author Aila Malik spoke with parents about kindness and awareness in children. The event was inspired as a way to offer parents positivity and support as part of the Library's Racial Equity and Justice focus.