



SIGNIFICANT ACCOMPLISHMENTS FISCAL YEAR 2020-21

The following is a list of notable accomplishments in City programs, plans, and services over the most recent fiscal year. These items go beyond “normal” day-to-day services. A number are related to the City Council’s current major goals and priorities, which include protecting vulnerable populations, increasing affordable housing options, enhancing environmental sustainability efforts, and improving transportation and mobility.

LIBRARY SERVICES DEPARTMENT

- Implemented a Library Grab-and-Go Holds pickup program to provide access to the Library collection during the COVID-19 closure and moved reference services to phone and email.
- Transitioned to virtual programming to continue providing educational and entertaining opportunities to the community during the pandemic.
- Redeployed staff to conduct outreach to more than 600 Mountain View businesses about pandemic relief resources, answer City phones, and provide volunteer services at the Community Services Agency.
- Assisted the City’s Strategic Communications Team in creating and maintaining COVID-19 webpages on the City website.
- Added new digital services and additional e-books to provide more options for people to utilize the Library from anywhere.
- Eliminated expiration dates from Library cards to remove a barrier to access.
- Implemented automatic renewals for print materials to increase access.
- Created a reopening plan to resume limited in-building services safely.



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- Revamped the Library website to improve ease of use and make it more streamlined and intuitive.
- Created booklists to highlight materials in the collection focusing on diversity, racial equity, and inclusion and hosted talks on these topics.
- Redesigned storytimes to meet kindergarten readiness needs for children lacking access to preschool programs due to Stay-at-Home orders.
- Launched the first Spanish language-only storytime and Spanish language parenting program.
- Established the foundation for the Library’s Adult Literacy program.
- Launched Career Online High School with support from the California State Library, which provided six scholarships to adults seeking a high school diploma.
- Finalized an agreement with the Mountain View Los Altos Union High School District to create a Student Connect Card to give District students access to the Library’s digital resources.
- Collaborated with local schools and organizations to provide support for underserved communities.
- Increased the holds pick-up shelving area, reconfigured the Teen Zone shelving area, and moved new adult books to the second floor to create more space and improve ease of finding materials.



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- Removed outdated and unused materials in adult collections and reorganized shelf use to make browsing easier and more accessible.
- Rearranged materials in the Children and Teen collection areas based on evaluations of how users look for materials.
- Revised the Community Information Posting Policy and the Behavior Policy, which were adopted by the Library Board.
- Streamlined public communication to make it easier for customers to get assistance by establishing one point of contact for phone and email inquiries.

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