



City of
Mountain
View
Public
Library

← Underground
Parking

→ Surface Parking
Main Entrance
and Book Drop

585
Franklin Street

FISCAL YEAR 2021-22

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Year in Review



City of
Mountain View
Library

About Mountain View Public Library



Mission

Our library is for everyone. We are a free resource helping our community connect, create and learn.

Library use in Fiscal Year 2021-22

Cardholders	60,334
Days Open	341
Questions Answered	15,521
Main Library Visits	261,763

Note from the Library Director Tracy Gray

I am very proud of the Library staff for remaining nimble and adjusting to the various service levels over the past year. We provided a mix of in-person, outdoor and virtual programs to fit different needs. We added several new services and continued to make it easier to utilize resources. Usage has returned to pre-pandemic levels which shows that our community continues to highly value our Library!



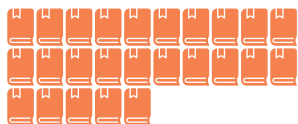
REDUCE BARRIERS



The Library strives to create the best possible customer experience for those who use our services. This fiscal year, we continued to devise new ways to reduce barriers to access.

\$50

Increased maximum account balance to keep more library cards active for borrowing.



Increased the number of holds allowed at one time.



Created an e-card option to provide easy access to the digital library.



Ordered a new all-electric cargo van to replace the existing gas powered bookmobile for more sustainable and flexible mobile library services.

Student Connect Cards

Mountain View-Los Altos Unified High School District

The Library instituted the first phase of the Student Connect Card Program in fall 2021 and issued cards to students from MVLA.

3,867 Student Connect Cards issued during FY 21-22.

Expanding Access

The Library will work with other area schools during the upcoming fiscal year to expand the Student Connect Card program and provide access to Library collections for more students in the community.



"Thank you so much for teaching us. I really enjoy the virtual adult crafts class. I appreciate your thoughtful instructions and allowing us to pick up craft supplies....Thank you!"

- Library user

CELEBRATE DIVERSITY

The City of Mountain View is a diverse community and the Library is a welcoming place for all who visit. Staff have been working to highlight diverse voices through programming and collections.



Hosted programs highlighting the rich history of the City of Mountain View.



Offered bilingual programs for adults and youth:

- Mandarin/ English wellness programs
- Spanish/English storytimes
- Spanish parenting classes
- Materials in several languages.



Incorporated American Sign Language into storytime programming.

\$250

Grant funding received from the Southern California Library Cooperative to host Children's Day/Book Day (Día De Los Niños).



United Against Hate

Programs

Various programs were held November 14-20, 2021:

- 41 people attended a Bystander Intervention training presented by the Council on American-Islamic Relations.
- 75 people came to the Uniting Our Community Outdoor storytime.

Booklists

Staff curated collections of titles for children, adults and teens to enjoy diverse stories.



"Thank you for all the wonderful programs you'll provide for the betterment of the community."

- Library user

ENCOURAGE DEVELOPMENT

The Library is a space for lifelong learning. Workforce development and career readiness are major areas of focus for adult services. The Library added and expanded resources for those looking to develop new skills and sharpen existing ones.

5 Number of new skill building resources added to the digital library in FY 21-22. The resources are made available by funding from the California State Library.

- LinkedIn Learning
- Coursera
- GetSetUp
- Skillshare
- Northstar Digital Literacy



Increased engagement with local English Language Learning groups and other student groups at area high schools.



Presented four sessions of a Spanish beginning computer class for the Spanish Leadership Academy.

\$2K

Grant funding received from the Pacific Library Partnership to host a sensory storytime training for Bay area librarians.



Career Online High School

First Graduate

The Library celebrated the first graduate of the Career Online High School program in FY 21-22. Jose Virgen completed the 18 month course in only 12 months while juggling family, school and work.

Program Progress

The Library had 18 scholarships available for students interested in the program. As of the end of the fiscal year, there were a total of six students who have either finished or are in-progress with the program at various stages of completion.



“When I saw this opportunity, I was like you know now is the time and you guys giving me that chance to do it online it was like, wow, that is going to be awesome. I can make it.”

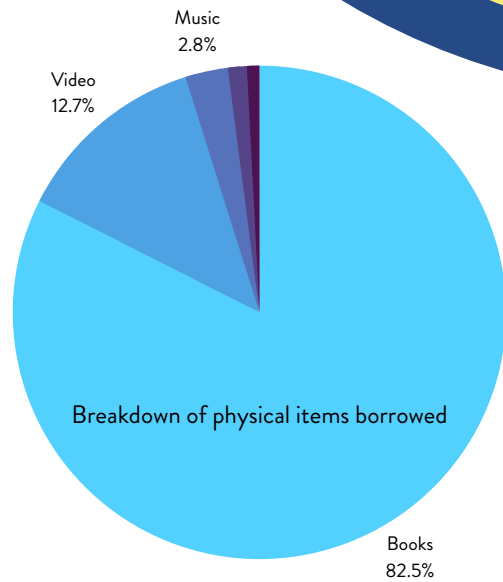
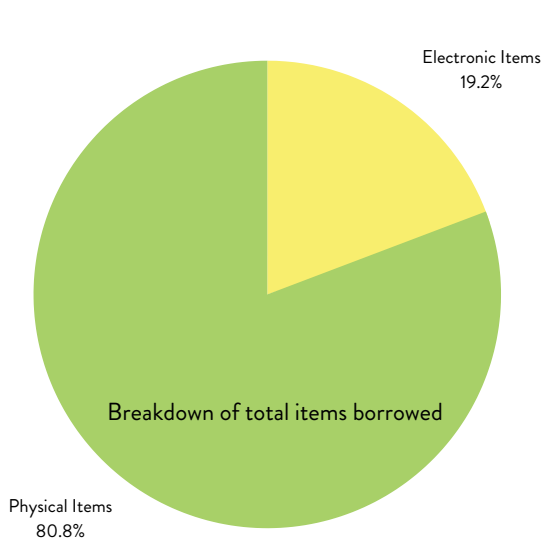
- Jose Virgen

LEND MATERIALS

Lending books, movies, and other physical and digital items continues to be a core service of the Library. Usage of the collection, which had been impacted by the pandemic, started to return to regular levels this fiscal year.



1.23 million items borrowed



CA State Parks Passes were available starting in April 2022 and are provided by the California State Library.

- 8 passes
- 21 uses



Added children's books with ready to play audio to help with early literacy development.

- 56 Wonderbooks by Playaway®
- 497 borrows



"Libraries are the best!"
- Library user

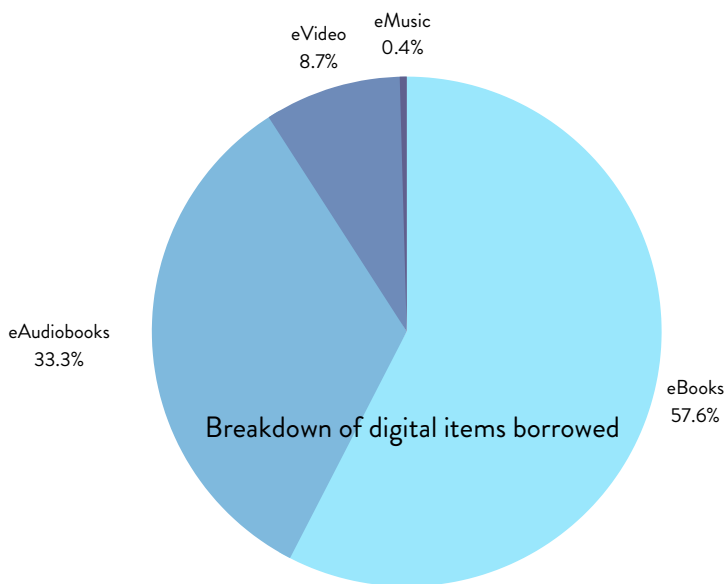
EXPAND DIGITAL



The increase in digital library usage has been a trend in libraries for many years now. Usage of eBooks spiked during the pandemic and they remain in high-demand as activities return to pre-pandemic levels.

72% Increase in digital

Total amount that usage of the digital collection has increased in the last five years.



The Library updated all the catalog kiosks in the building to touchscreen using grant funding from the Pacific Library Partnership.

11,000+ uses of the new kiosks

Most Used Digital Resources

- **New York Times Online**
 - News
- **Flipster**
 - Magazines
- **California Revealed**
 - Historical photographs
- **Ebsco**
 - Full-text articles
- **Mango Languages**
 - Language learning



"Appreciate your help and all you and the team do. I love the Library!"

- Library user

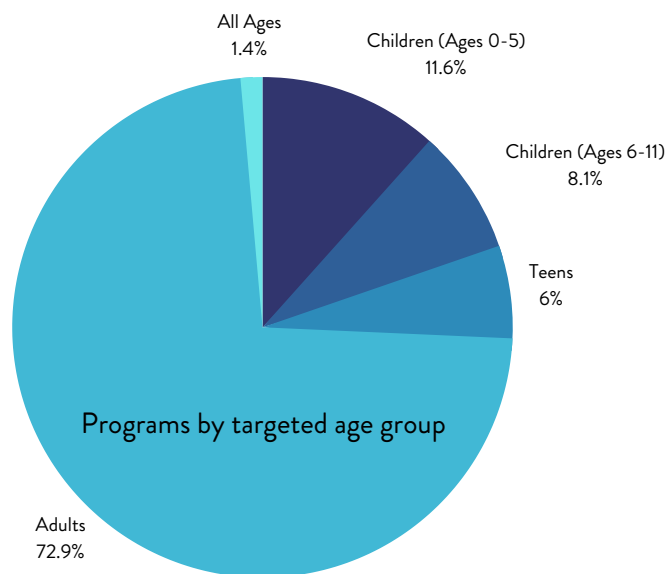
INSPIRE LEARNING

The Library strives to be a place when the community can gather together and explore new topics and seek out information. Staff plan and execute programs throughout the year to inspire children, teens and adults to learn new things and engage in conversations.

284 Total programs

10k+ Total program attendance

Programs were a mix of digital and in-person. Due to the ongoing impacts of COVID-19 in FY 21-22, Library programs are still in the process of returning to pre-pandemic levels.



Popular Programs

- Outdoor Storytimes
- Kathak Spring Festival Ancient Indian Dance
- Día de los Niños
- Jazz in the Park: A Concert with the Dave Rocha Jazz Group
- 7th Annual Plant Exchange
- Ask a Dietician: What You Need to Know About Cholesterol
- ZunZun: The Water Beat
- SciFi September: Virtual Trivia Night

97%

Overall satisfaction with Library programs.

"This is our favorite story time. We like the speakers, the live guitar, dancing, and puppets."
- Library user



OTHER HIGHLIGHTS



The Library sought other ways to provide services and spaces that make people excited to use the Library and enhance life in the community.



3,060 packets of seeds given out

Added new plants to the Seed Library:

- Butterfly friendly milkweed seeds for the Mayor's Monarch pledge
- Regional wildflower seeds through the #PlantWildflowers campaign



Refreshed the Teen Zone to create a welcoming space for teenagers to hangout at the Library.



Led Common Core-aligned field trips for elementary school students to learn about local history through the Library History Center.

Additional FY 2021-22 Funding

- Friends of the Mountain View Library
- Donations



Community Connections

Rent Relief

The Library hosted staff from the Community Development Department for rent relief workshops throughout the year.

- 38 sessions offered
- 608 people helped

Tax Assistance

In-person income tax filing assistance resumed at the Library in 2022. Volunteers from United Way Bay Area help qualifying individuals file their income taxes for free.

- 233 people helped



"I love the Mountain View Library. Although I reside in Mountain View, I used a different library for years that was closer to my work but switched during the pandemic because they shut down completely but the Mountain View Library accommodated their patrons much better. That was much appreciated."

- Library user