



SIGNIFICANT ACCOMPLISHMENTS FISCAL YEAR 2018-19

LIBRARY SERVICES DEPARTMENT

In support of Council goals the Library continued to partner with Bay Area Water Supply and Conservation Agency (BAWSCA), Master Gardeners, and other organizations to offer 18 educational classes on environmentally friendly gardening and environmental sustainability.

In support of Council goals the Library offered 11 monthly Drop-in Bike Clinics, 50 weekly English as a Second Language (ESL) Conversation Club sessions, 51 weekly Language Swap sessions, and 40 Bilingual Storytimes (Spanish and new Mandarin).

The Library participated in more than 40 outreach events which included school and classroom visits, the Bookmobile participating in the Spring parade, and tabling at City and community events to increase the Library's community presence and promote Library programs and services.

The Library collaborated with the League of Women Voters and participated in the *National Voter Registration Day* in September and hosted 4 candidate forums in fall 2018.

The Library continued important partnerships including working with United Way Bay Area (UWBA) and the IRS to offer 11 Saturdays of free tax assistance to file income tax returns run by IRS-certified volunteers.

The Library participated in the regional Silicon Valley Reads program hosting best-selling author A.J. Jacobs and a special storytime reading of selected author Juana Martinez-Neal's *Alma and How She Got Her Name*.

The Library hosted an evening with Pulitzer Prize-winning journalist, Emmy-nominated filmmaker, and Tony-nominated producer Jose Antonio Vargas at the Center for the Performing Arts with over 200 attendees.

The Library collaborated with Google's Area 120 in using the Book Bot, a book pick-up device that allowed residents in a test area to return library books and other library materials to the Library from their home once a week. The Book Bot traveled 60.9 miles

and had 36 pick-ups. There were zero accidents or incidents of vandalism. This project was part of the City of Mountain View's pilot program to allow the use of Personal Delivery Devices which was approved by the Mountain View City Council on February 27, 2018.

The Library expanded access to the History Center's collections online through the following Library Webpages: Mountain View Photographs and Oral Histories, Mountain View Obituaries, and Mountain View Historical Newspaper Collection Online.

The Library implemented three touchscreen computer kiosks in the Library with easy access to frequently-used information and services. The kiosks also include software that provides specific shelf location of available Library materials.

The Library added Author Alerts, a digital service allowing patrons to add email or text message alerts for their favorite authors and performers.

The Library upgraded the Integrated Library System Encore & Sierra for improved service on our internal Library system and public facing catalog system. An upgrade to the automatic materials handling machine was also completed as well as completely replacing the exterior return station and obtaining new updated check-out machines, including one that is ADA compliant.

Four Library Policies were revised, which were adopted by the Library Board: *Bulletin Boards and Community Information Areas Policy, Exhibits Policy, Materials Selection Policy, and the Library Card and Borrowing Policy.*

The Library staff and Library Board researched and analyzed data, statistics, and information regarding overdue fines and other fees. The Library staff and Library Board recommended the elimination of overdue fines on adult and youth materials and the processing fee on lost/damaged items.

GRANTS & DONATIONS:

Through funding from the California State Library, the Library was able to connect Library cardholders to the online version of *The New York Times* which includes direct access to NYTimes.com, full-text articles from 1851-present, and all multimedia content.

The Friends of the Mountain View Library donated \$104,000 for Library materials, programs and events, summer reading, online language learning, and online homework help.

The Library received additional grant funds of \$3,500 from the California State Library to expand use of technologies acquired through the *Libraries Illuminated* grant which was received in FY 17-18. Additional funds were used to supplement City funds to install wireless routers and network cabling in the First Floor Program Room and the Teen Zone so the VDI laptops can be deployed and used in those rooms.

A generous gift given last year to the Friends of the Mountain View Library from the Elizabeth Ruth Wallace Living Trust is helping expand and enhance the Library's travel collection. This year's funds of \$5,000 from the trust were used to purchase new travel books in both print and electronic format.

A generous gift of \$2,500 was received from Winston Cheuk in memoriam of his grandparents Guowan Check & Suen Fong Ho for Library materials.

With funds from the Minor Estate trust, \$ 5,000 was used to purchase Library materials.