



MEMORANDUM

Library Services Department

DATE: September 21, 2020

TO: Library Board of Trustees

FROM: Tracy Gray, Library Services Director
Laura Burch, Analyst

SUBJECT: **Library Services Director Report**

LIBRARY SERVICES DIRECTOR'S REPORT:

DIVERSITY, EQUITY, AND INCLUSION

Our Library is for everyone. The Library's mission is to create a welcoming environment for anyone who wants to connect, create, and learn. The Library, along with the entire City of Mountain View, has committed to having a greater focus on diversity, equity, and inclusion. Creating a Community for All is one of the major City Council Goals for FY 20/21 and the City has created a [webpage](#) to explain the areas where they will focus, including the work of the newly created Ad-Hoc Council Subcommittee on Race, Equity and Inclusion. The Library is developing resources and programming to provide educational opportunities for the community.

The Library is creating a webpage featuring booklists for adults, teens, and childrens. Racial Equity and Justice Library Collection will highlight reading materials to help the public educate themselves about relevant topics related to diversity, equity, and inclusion.

The Library is hosting two programs in October that focus on topics related to Diversity, Equity, and Inclusion. On Tuesday, October 6 the Library will host *Step into Your Power: A Discussion with Jamia Wilson*. Jamia will offer insight on how we can all be

everyday revolutionaries as we step into our power, tap into our strengths, and influence change in our communities and beyond. Jamia is an author, feminist activist, and renowned speaker. She is the director of the Feminist Press at the City University of New York and her work has appeared in numerous outlets.

At the end of October, the Library will be hosting a two-part workshop entitled *The Neuroscience of Implicit Bias*. The program will cover how advancements in neuroscience show that our implicit biases impact our decision making and problem-solving skills. Both sessions will be led by Kimberly Papillon, a nationally recognized expert on the subject of decision-making in law, education, business and medicine. Participants will leave the workshops with concrete strategies and tools you can implement to thwart the unconscious biases in our decision making and interactions with others.

ONE YEAR FINE FREE

The Library has been fine free for one year and the public has been pleased with the change. The Library has been working toward making utilization of the collection and services as easy as possible for patrons, and the elimination of overdue fines was a major step toward that goal. Customers are now able to enjoy their physical materials without having to worry about racking up large balances on their accounts if they aren't able to get to the Library to return items on time.

In 2019 there were 2,760 patrons who had a balance on their library card accounts of \$25 or more. As of September 11, 2020, when the elimination of overdues took effect, there are 2,086 accounts with \$25 or more. None of those 2,086 accounts are currently active patrons. The most recent active date on those accounts was June 13, 2019.

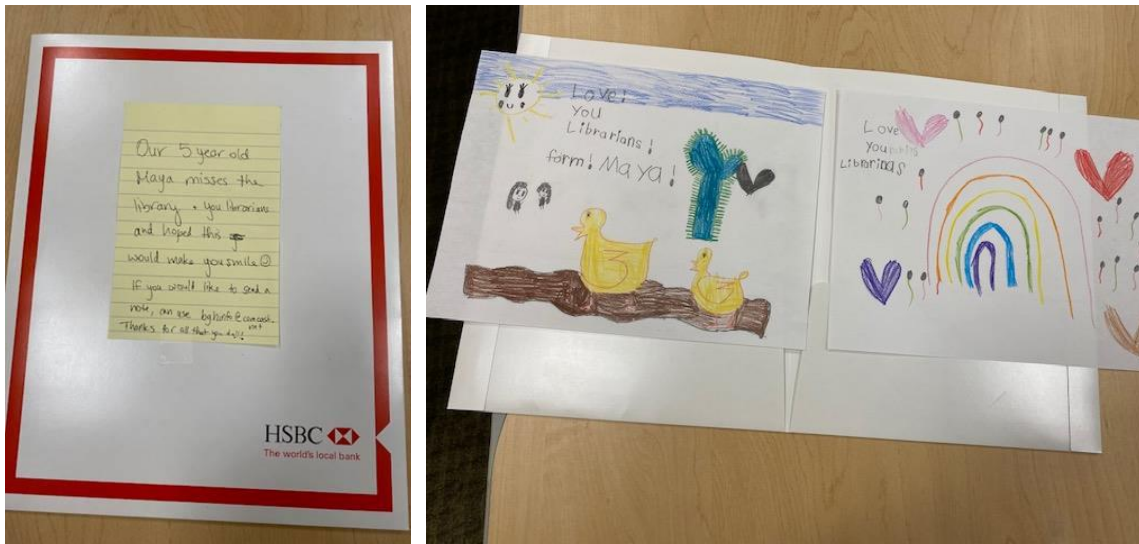
The Library has received positive feedback from the community about the elimination of overdue fees. The Customer Services Supervisor has received numerous emails during the COVID-19 closure period from patrons saying they are glad they don't have to worry about overdue fines with everything else going on. One user submitted praise for the change through the AskMV online communication platform: "Kudos on getting rid of fines. I like that there's no punishments for loving to read."

GRAB-AND-GO HOLDS SERVICE

The Grab and Go Holds Service has had a bumpy last month due to regular poor air quality as a result of the many wildfires raging around the state. In order to ensure the safety of patrons and staff, the Library suspends Grab and Go if the AQI in the area reaches above 150. As a result, the Library has been able to offer the pickup service

fewer days than in previous months causing lower numbers of patrons served and physical item checkouts. From mid-August to mid-September, Grab and Go provided access to the collection for 3,382 patrons who checked out a total of 14,876 items.

The Customer Services staff recently received a sweet note from a family that loves the Library. "Our 5 year old Maya misses the library & you librarians and hoped this would make you smile. If you would like to send a note, can use our email. Thanks for all that you do!" The note was a nice reminder to staff that patrons appreciate the services that the Library provides to the community.



VIRTUAL PROGRAMS

Adult Services hosted a *Virtual Author Talk with Courtney Maum* on Tuesday, August 18. Maum discussed her writing process, offered recommendations to aspiring authors, and read selected passages from her latest novel, *Costalegre*.



The Library partnered with the Recreation Department to offer a *Virtual Farm Tour of Deer Hollow Farm*. The virtual tour was held on Friday, August 28 and was later posted to YouTube for on demand viewing. It provided a nice escape for everyone still sheltering at home and gave a peak into what's happening at the farm while visitors have been away.



The Library offered another session of the *Virtual Digital Library Workshop* on Thursday, September 3. People are continuing to rely on digital resources to meet their needs and the Library has developed this workshop to help provide guidance on how to use the digital content available with an MVPL library card.

Children's Librarian Sharon has created another great storytime program available for patrons to access from anywhere. The first session of *Goodnight Little Bear* took place on September 10 and the program will recur on Thursday evenings. Ms. Sharon will share stories and music with babies and toddlers starting at 6:30pm.

On Thursday, September 17, the Library presented the first in a series of gardening programs titled *Seed Saving Basics*. Patricia Larenas, who has been saving seeds for over ten years, taught participants the basic technique for saving seeds from various types of plants via Zoom. Part II of the program will take place on September 24.