



MEMORANDUM

Library Services Department

DATE: September 16, 2019  
TO: Library Board of Trustees  
FROM: Tracy Gray, Library Services Director  
SUBJECT: **Library Services Report**

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**7.1 REVIEW DRAFT OF CUSTOMER SURVEY**

See separate document related to Customer Survey

**7.1 REVIEW DRAFT OF LIBRARY CARD & BORROWING POLICY**

See separate document related to Library Card & Borrowing Policy

**8.1 REVIEW OF GROUP STUDY AND PROGRAM USE POLICY**

See separate document related to Group Study and Program Use Policy

**9.1 DIRECTOR'S REPORT:**

**STAFFING UPDATE**

The Library is currently recruiting for an Analyst position and a Library Services Manager, Youth & Outreach Services Division position.

## **POLICE ASSISTANTS PATROLLING CITY HALL**

Starting Tuesday, September 3rd, the Library Police Assistants have begun making regular rounds throughout City Hall patrolling the building and its premises, providing visual presence, and assisting staff if needed. The areas they will patrol are the common areas (corridor of each floor), the stairwells in the building and those leading to the parking garage. The Library PAs will also check in at the public service counters, check the restrooms, and the City Hall lunchroom.

## **NEW COMBINED NEWSLETTER**

There's something for everyone in the new combined Adult and Youth Services newsletter. Each month we will share highlights of programs and happenings at the Library.

<http://mountainview.gov/librarynews-subscribe>

## **EXCITING CHANGE TO THE PRINT CALENDAR**

Now you can see all our programs offered in the month with our new combined print calendar. This handy calendar features programs for all ages and information about some of our resources. Get a copy today or view the online calendar events for programs and information.

<https://www.mountainview.gov/civicax/filebank/blobdload.aspx?BlobID=30103>

## **MARKETING INSERT IN MONTHLY WATER BILL**

The Communications & Marketing team have been compiled a one-sheet marketing insert that will be distributed between October and December 2019 in resident's water bill. The insert will list several Library services and links such as to sign up for the newsletter. A copy of the insert is attached.

## **PROGRAM UPDATES**

On August 8th, Librarian Alex held a Story Workshop for children ages 5 to 9 years. She described the components of a story, and had the children come up with the

specifics of the story as a group. Then each child wrote their own ending to the story and tied the pages of their own book. 37 people attended the workshop.



The Library hosted a performance of the Aurora Mandolin Ensemble on Saturday, August 17<sup>th</sup>. 59 people came out to hear a selection of songs from around the world.



Adult library patrons learned how to take the “work” out of networking on Thursday, August 22<sup>nd</sup>. Jerome Dees Jr. presented tips and tricks for attendees to make the most of future networking opportunities.



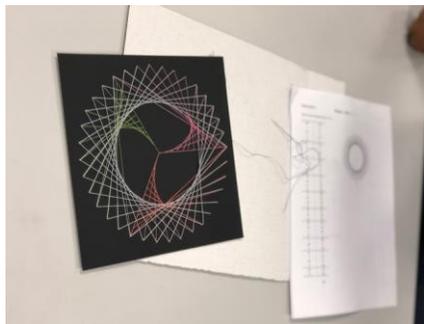
Deborah Kennedy joined us at the Library on Saturday, August 24<sup>th</sup> to share her poetry and artwork. 23 people came to see her ink illustrations and hear her read and play the ocean drum.



Children's Library staff hosted award winning performer, Mary Lee Sunseri at the Mountain View Center for the Performing Arts on Tuesday, August 27<sup>th</sup>. There were 176 children and adults enjoying the interactive musical performance.



We hosted another successful Adult Craft Night on Wednesday, September 28<sup>th</sup>. The crafters came out and learned how to make string art from Adult Librarian Pam.



The Bookmobile took part in the Monta Loma Neighborhood Association's biggest event of the year, the Ice Cream Social, on Sunday, August 25th at Monta Loma Park. Neighbors enjoyed seeing what's aboard the Bookmobile and checking out items.



Our first SciFi September event was a success! 59 people came out to the Library on Wednesday, September 4th to hear Professor Ken Wharton talk about the science of physics versus time travel. SciFi September themed events will continue throughout the month.



### Two Bilingual Storytimes for Children

There are two Storytime opportunities for children to experience other languages, English/Spanish Storytime and English/Mandarin Storytime. Mr. Martinez leads the English/Spanish Storytime for ages 3 - 5 years on Mondays from 10:30 am - 11 am.

Miss Renee leads the English/Mandarin Storytime for ages 2 – 5 years on Saturday, September 14th, 11:30am - 12:00pm.



# Welcome to the Library!

We've highlighted some services and programs that are available to you and your family for free with your library card. Your Library offers access to digital and physical collections, storytimes and programs, computers and study rooms. There's something for everyone! Library staff is looking forward to helping you get the most out of your next visit.

See you soon,  
Tracy Gray  
Library Director

## Library Customer Survey Coming Soon

The Mountain View Public Library invites you to take a short survey to let us know how we are doing. We would like to better understand what you like about the Library, as well as learn about your needs. The survey is free, confidential, and we really appreciate you taking the time to help us make the Library ever better. **Take the survey at [mountainview.gov/library](http://mountainview.gov/library).**

Customer Survey



## Keep up to Date with the Monthly Calendar

See all the programs offered each month with the Library's print calendar. This handy calendar features programs for all ages and information about some of our resources. Get a copy at the Library or view the online calendar of events for programs and information.

Online Calendar



## Learn More

- Familiarize yourself with the Library Card and Borrowing Policy.
  - [mountainview.gov/libraryborrowing](http://mountainview.gov/libraryborrowing)
- Access your library account online, add holds, renew, and opt-in to view your reading history.
  - [mountainview.gov/libraryaccount](http://mountainview.gov/libraryaccount)
- Check out our many other services, including Book Club Kits, Study Rooms, and more!
  - [mountainview.gov/otherlibraryservices](http://mountainview.gov/otherlibraryservices)
- Socialize and grow with us and your community at one of our many programs: Adult Craft Night, ESL Conversation Club, or Storytime.

Services



## Mountain View Public Library

585 Franklin St.  
650-903-6887  
[mountainview.gov/library](http://mountainview.gov/library)

## Open Hours:

Monday - Thursday	Friday & Saturday	Sunday
10am - 9pm	10am - 6pm	1pm - 5pm



Visit the library for...

## Use your FREE Mountain View Library Card

- Borrow books, movies, magazines and more!
  - [encore.mountainview.gov](http://encore.mountainview.gov)
- Read The New York Times online.
  - [mountainview.gov/nyt](http://mountainview.gov/nyt)
- Research your next buy with ConsumerReports.org
  - [mountainview.gov/cr.org](http://mountainview.gov/cr.org)
- Connect to a wide variety of electronic resources including research databases, historical photos, language learning and more.
  - [mountainview.gov/libraryresearch](http://mountainview.gov/libraryresearch)
- Get access to local attractions with free or discounted museum passes.
  - [mountainview.gov/discoverandgo](http://mountainview.gov/discoverandgo)
- Check out eBooks, eAudiobooks and eMagazines on your phone, tablet or computer.
  - [mountainview.gov/ebooks](http://mountainview.gov/ebooks)
- Access print materials not available at MVPL with LINK+
  - [linkencore.iii.com](http://linkencore.iii.com)
- Get live tutor homework help or guidance on polishing your paper or resume with Brainfuse.
  - [main.mountainview.ca.brainfuse.com/](http://main.mountainview.ca.brainfuse.com/)

## Stay Connected with Us

- Receive Library notifications of due dates and holds by text with Shoutbomb
  - [mountainview.gov/shoutbomb](http://mountainview.gov/shoutbomb)
- Never miss out on a new book by your favorite author again. Sign up for Author Alerts.
  - [mountainview.gov/author-alerts](http://mountainview.gov/author-alerts)
- Be our friend and follow us on social media.
  - [mountainview.gov/social](http://mountainview.gov/social)
- Find answers and information just for teens on the Teen Zone Blog.
  - [mvplteen.blogspot.com](http://mvplteen.blogspot.com)
- Call, email or ASK MV to contact the Library.
  - [mountainview.gov/depts/library/contact.asp](http://mountainview.gov/depts/library/contact.asp)

New York  
Times



Consumer  
Reports



eBooks



Author Alerts



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