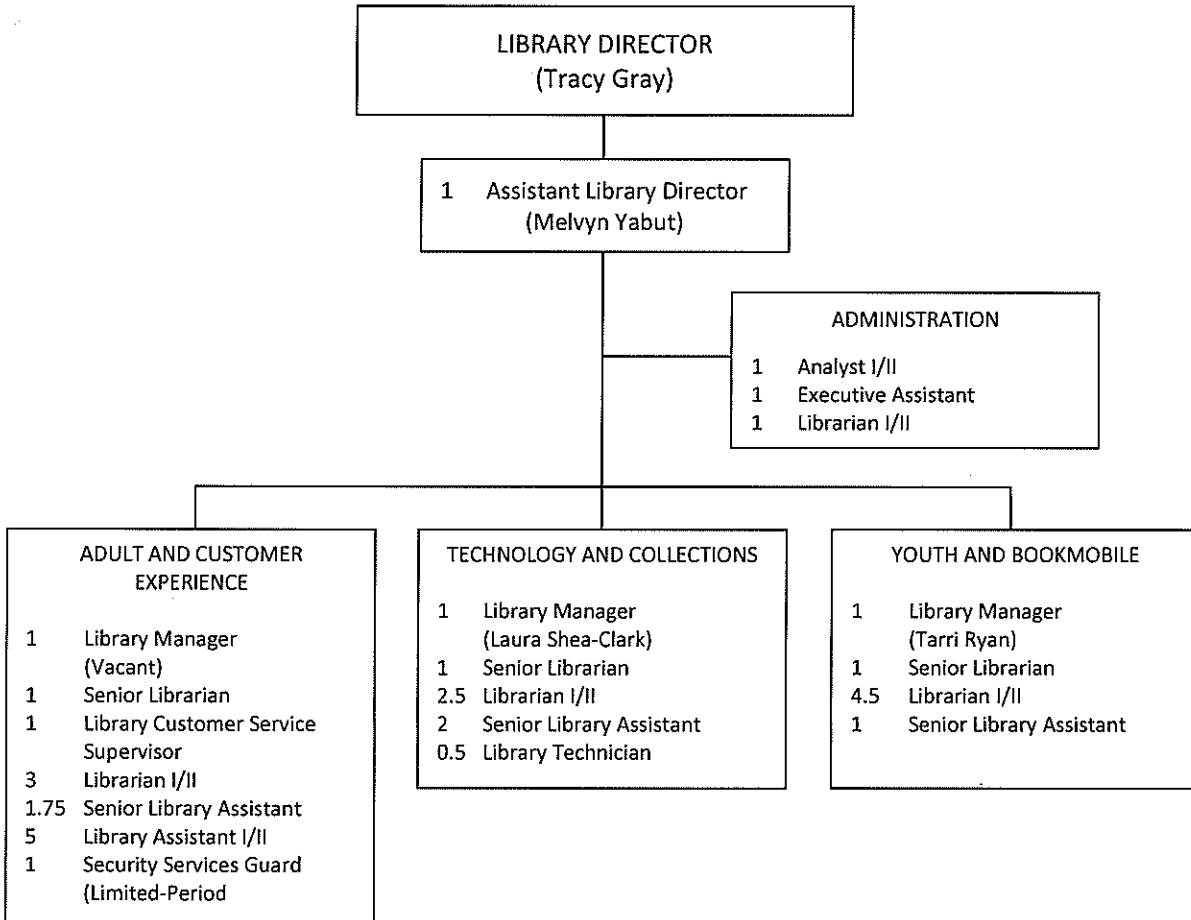


LIBRARY DEPARTMENT



FISCAL YEAR 2023-24 POSITION TOTALS: 30.0 Full-Time
 2.25 Regular Part-Time
 1.0 Limited-Period

LIBRARY DEPARTMENT SUMMARY

DEPARTMENT MANAGER—LIBRARY DIRECTOR

DEPARTMENT MISSION STATEMENT

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

DEPARTMENT OVERVIEW

The Library offers free materials, services, programs and use of the facility for the community to connect, create and learn. The Library provides reference and readers' advisory services, and technology assistance in person, online and via phone. Library resources are available in a variety of formats, including print, media and digital, and are regularly assessed to meet the changing needs of the community. Convenient access to physical materials from other libraries is made possible through the Library's participation in a regional resource-sharing cooperative. Digital resources are available 24/7 in the form of eBooks, audiobooks, databases, streaming media, and access to sites that promote information literacy, digital literacy, financial literacy, and workforce development, among others. The Library provides programs for all ages which aim to entertain, educate and celebrate the diversity of the community. The Library provides a welcoming, well-maintained and safe facility for customers to enjoy with comfortable seating, study tables, internet computers, Wi-Fi and study rooms. A dedicated Children's Room and a space reserved for teen use are available to provide services specific to those groups. The facility also features the History Center, which houses a collection that is historically significant to Mountain View and Santa Clara County. Library materials and services are offered outside the facility through outreach to homebound customers and a bookmobile that makes stops at schools, corporate locations, senior facilities and other community locations.

DEPARTMENT FUNCTIONS

- Provide a quality and organized collection of popular and enduring materials in a variety of formats for customers to use and borrow for free with a library card. (M 1, 2, 3, 4, 8, 9)
- Provide diverse and special collections, such as world languages, language learning, parenting and citizenship materials. (M 1, 2, 4, 8,9)
- Provide 24/7 access to digital resources, such as eBooks, audiobooks, digital magazines, streaming media, and databases and resources that support skill-building, financial literacy, language learning and more. (M 1, 2, 3)
- Provide access to materials in other libraries through a regional resource-sharing cooperative to enhance and expand access to materials. (M 2, 4, 8, 9)
- Provide a welcoming, comfortable, well-maintained and safe facility and environment for all customers to use and enjoy. Post information on policies and processes that govern conduct while in the facility and when using library services. (M 1)
- Provide and maintain services in the facility, such as comfortable seating and study tables, study rooms, internet computers and free Wi-Fi. (M1, 10)
- Provide information for borrowing library materials and using all of the library's services and programs. (M 1, 2, 3, 4)

LIBRARY DEPARTMENT SUMMARY

- Provide appropriate informational, reference, readers advisory and technology assistance in person, online and via phone. (M 1, 5, 10)
- Maintain a History Center that collects, preserves and displays materials and artifacts pertaining to Mountain View's history. Provide educational programs, assist in local history research and demonstrate how to use physical and digitized local history materials. (M 1, 2, 3, 4, 5, 6)
- Provide additional access to library services through homebound and bookmobile services. (M 2,3, 4, 5, 9)
- Build partnerships with local schools to provide library tours, school visits and student digital library cards for K-12 students with the goal of expanding students' access to public libraries' digital and physical collections. (M 1, 2, 3, 4, 5, 6)
- Provide current, relevant, innovative and free library programs and events for all ages to meet community needs and interests in areas such as education, literacy, technology, culture, diversity and entertainment to support lifelong learning. (M, 6, 7)
- Promote library services through various marketing efforts and outreach events to ensure that residents are aware of the breadth of library services and use of those services.
- Participate in regional library consortiums which analyze and determine funds for planning, coordination and evaluation of statewide and regional services, programs, resource-sharing and staff development.
- Provide staff support to the Board of Library Trustees.
- Review, research, and update library technology systems and applications to improve usability and access to resources and services.
- Review and revise library policies when applicable.
- Represent the City at community events and functions.

FISCAL YEAR 2022-23 ACCOMPLISHMENTS

*(Items in **bold** are tied to Fiscal Years 2021-22 and 2022-23 Strategic Roadmap Action Plan Projects)*

- Relunched the Bookmobile in October 2022 to bring Library services to schools and other areas of the community that may have barriers to accessing the Main Library.
- Established the Adult Learners Program to provide adult literacy assistance to help community members achieve life goals through reading.
- Celebrated the graduation of two more students from the Library's Career Online High School program.
- Implemented a new and updated catalog system for improved user-friendly features designed to make it easier than ever to find and borrow materials from the Library.

LIBRARY DEPARTMENT SUMMARY

- Collaborated with the worldwide The Human Library®, which created a safe space for dialogue where topics are discussed openly between human books and their readers. Implemented a local program of human books to represent groups in our society that are often subjected to prejudice, stigmatization or discrimination because of their lifestyle, diagnosis, belief, disability, social status, or ethnic origin.
- Launched the Online Author Series bringing talks with best-selling authors and renowned thought leaders covering a wide range of topics to the Library through a virtual platform.
- Expanded library card registration to the second-floor information desk to make it easier for the public to access collections and services.
- Expanded the Student Connect Card program by issuing digital cards to students at Saint Francis High School.
- Acted as an application hub support center for the launch of the City's Elevate MV pilot program. Provided space and technology for staff from the City Manager's Office to aid with the program application process.
- Provided access to free 24/7 online tutoring through a pilot program led by the California State Library. The program was announced by Governor Gavin Newsom and will provide K-12 homework help and adult skill-building resources for every Californian.
- Received grant funding from the California State Library to provide free books and other materials in support of the Library and summer reading at free lunch locations around the City.
- Hosted students from local schools for Library class visits to learn about library services and promote a love of reading in the community. Streamlined the process for requesting a school visit by adding a tour request form for youth on the Library's website.
- Launched New York Times Cooking and New York Times Games as new digital resources with support from the Friends of the Mountain View Library.
- Introduced a Lucky Day collection on the Library's Libby eBook platform to reduce wait times and allow quicker access to hot titles as eBooks or eAudiobooks.
- Redesigned the Mountain View Public Library cards to align with the City's new brand identity.
- Implemented a new closed-circuit TV system, in collaboration with the Information Technology Department and Mountain View Police Department.
- Worked with Information Technology Department to streamline the process of printing for the public.
- Added additional professional development resources in partnership with the California State Library to provide support for job searching and career readiness.
- Received Staff Development funds from the Pacific Library Partnership to host a virtual workshop on Discovering Hidden Stories in Data for Library staff from around the Bay Area.
- Introduced Sensory Storytimes to support children with sensory processing and/or autism.

**LIBRARY
DEPARTMENT SUMMARY**

MAJOR DEPARTMENTAL GOALS/PROJECTS/INITIATIVES FOR
FISCAL YEARS 2023-24 AND 2024-25

*(Items in **bold** are tied to potential Fiscal Years 2023-24 and 2024-25 Council Work Plan Projects)*

- **Support the preparation of a Citywide update to the Cost Allocation Plan and Master Fee Schedule in conjunction with the Finance and Administrative Services Department.**
- Implement the new all-electric bookmobile vehicle into service and adjust bookmobile operations to fit with new vehicle service model.
- Conduct an inventory and assessment of History Center collection and services.
- Reconfigure second floor spaces to provide more tables and seating for the public.
- Continue to maintain and develop processes to ensure services, programs, and collections promote diversity, equity, and inclusion within the community.
- Complete replacement of Library self-checkout stations and automated materials sorting system.
- Continue building partnerships with local schools to provide student connect cards for K-12 students, improve students' access to public libraries' digital and physical collections, and strengthen student learning opportunities.

**LIBRARY
DEPARTMENT SUMMARY**

PERFORMANCE/WORKLOAD MEASURES

	2020-21 Actual	2021-22 Actual	2022-23 Target	2022-23 6 Months	2023-24 Target
1. Number of visits to the Library.	74,328 ^(A)	261,763	>250,000	175,379	>350,000
2. Total circulation.	741,871 ^(A)	1,231,536	>1,200,000	643,427	>1,200,000
3. Total electronic items circulated.	New for FY21-22	236,584	>230,000	132,187	>260,000
4. Total physical items circulated.	New for FY21-22	994,952	>980,000	511,240	>1,000,000
5. Total questions answered.	New for FY21-22	15,521	>15,000	7,194	>15,000
6. Total attendees at Library programs.	16,207 ^(A)	10,876 ^(A)	>15,000	19,920 ^(B)	>25,000
7. Satisfaction rate for Library programs.	97%	97%	>90%	97%	>90%
8. Average number of calendar days between receipt of new item and availability to check out.	7	8.4	<10	6.5	<10
9. New book and media items processed.	19,333 ^(A)	20,281	>22,000	8,673	>22,000
10. Number of public computer sessions in the Library.	924 ^(A)	17,829	>16,000	12,432	>24,000

^(A) The measures were affected by the Library closure due to the COVID-19 global pandemic starting in March 2020.

^(B) Include attendance for live in-person, live virtual, and view of recorded programs. The Library launched a new Online Author Series of program with regular recorded programs now being made available for the community to attend on their own schedule.