Curbside Materials Pickup

August 2020:

<table>
<thead>
<tr>
<th>New Card Applications</th>
<th>243</th>
<th>New Child Cards</th>
<th>35</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Library Cards Created</td>
<td>197</td>
<td>Holds Requested</td>
<td>10,198</td>
</tr>
<tr>
<td>New Resident Cards</td>
<td>111</td>
<td>Curbside Patrons</td>
<td>3,751</td>
</tr>
<tr>
<td>New Non-resident Cards</td>
<td>86</td>
<td>Curbside Checkouts</td>
<td>11,817</td>
</tr>
<tr>
<td>New Adult Cards</td>
<td>162</td>
<td></td>
<td></td>
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</tbody>
</table>

Curbside materials pick up at all branches continues to go very well with almost 12,000 items being checked out in August. Circulation Manager Ketzie Diaz worked with Digital Services Librarian Manager David Campbell and Digital Services Librarian Erik Adams to update the library’s Borrowing Information website, adding information from our most common questions, adding helpful links and updating the language where needed. For more information: https://pvld.org/about/borrowing

A huge project this month was the resumption of sending bills for overdue and lost materials to library patrons. PVLD originally extended all patron due dates to June 30th and then sent bills again 45 days after that, which is our normal procedure. Although the book drops had opened on June 8 many patrons still had library items at home. Rather than shock patrons with a surprising bill, Ketzie sent out a general email to every patron with a bill informing them of the open book drops and reminding them to return their materials. The response was incredible with a great deal of items being returned. Understandably, patrons also had questions and kudos to the whole library team who worked hard to answer phone and email questions for days to get everyone’s accounts in order. And thank you to our patrons who returned their items and are making great use of our services to get more!

I’m really excited about a new book concierge service being offered by our talented librarians called We Browse for You! Adult Services Manager Leti Polizzi, Young Readers Manager Laura Henry, Branch Manager Eve Wittenmyer and Circulation Manager Ketzie Diaz all came together to create a new service to our patrons where we will browse and suggest books for you. Patrons can request items based on general subject matters and age levels, we’ll find some titles that fit the bill and place them on hold for you. Find that request form here: Browse for You. All departments report several requests each and the patrons have been super happy with the picks they’ve gotten.
One question we get on a regular basis is if we are going to allow magazines to be checked out. The answer is – yes! Magazines are a tricky collection, difficult to keep in order on the shelves and challenging to find in general when one single issue is requested. We also had to address the quarantine issues as glossy magazine paper had been proven to hold the COVID-19 virus longer than other material. Serials Clerk Tobin Stevens has worked hard to get the collection in order and feels comfortable making them available to the public now. We’ve got a system in place to handle the check out and look forward to our patrons being able to access this great collection.

Deputy Director Ryan Roy has been taking the lead on one of our biggest action items this month, the creation of the library’s Phase Four Reopening Plan. The Reopening Team and the Safety Committee have been working hand-in-hand to explore and initiate expanded services for our community while our physical locations are limited to curbside offerings. During the month of August we rolled out the “browsing concierge” service mentioned above, and on the horizon are the circulation of Chromebooks, hotspots, and magazines. We are also in the process of exploring a printing service at curbside.

We will be revising our Phase Four Reopening Plan to reflect the addition of these services and to allow for the possibility of other new services being added during the time we are open at curbside only. Also, we are still actively preparing for a safe reopening of all PVLD physical locations, and this is now reflected in our Phase Five Reopening Plan. Great job to the whole team involved in creating these plans.

Providing Library Services – Virtually

In our first ever online Summer Reading Program, 54 adults participated and 42 adults finished *Imagine Your Story* by reading, listening to podcasts, meditating, taking virtual outdoor adventures, and more! Participants completed over 120 activities and raffle winner Teresa Lee has this to say about her experience:
“Thank you! I really enjoyed the programming and the chance to visit the world. My kids and I got a kick out of watching the bears and salmon. I’m so excited to have won. Much appreciated!”

August raffle winners Teresa Lee, Alice Lin, Emily Chen, and Kayla Vokolek won a $50 gift card to either Malaga Cove Ranch Market or Lunada Market and Deli and our two grand prize raffle winners, Denise Tahbaz and Alice Lin each received a $100 gift card to Lunada Market and Deli. Congratulations to all our winners!

The reading theme for our August book club was auto/biography and memoir. Over a dozen attendees talked about the differences and similarities, as well as some famous “fake memoirs.” Patrons read books by and about vastly different subjects - from Hawai‘i’s Queen Lili‘uokalani to Nathaniel Bowditch to Donald Trump.

The Film Fest discussion series enjoyed good participation with over 70 registrants and all greatly enjoying the opportunity to talk to others about the films. The adult librarians found they had unknowingly chosen films with an overarching theme that people are more than just one-sided, but instead hugely multifaceted if we let ourselves see that. Due to the program’s success the Adult Services department has decided to launch a monthly Virtual Film Club discussion group kicking off on Thursday, 9/10 @ 6 pm via Zoom where they will gather to discuss the film Sometimes Always Never (PG-13) available on Hoopla.

Adult Services Assistant Manager Lessa Pelayo-Lozada and Adult Services Librarian Laura Ishizaka helped 11 Books by Mail patrons check out 27 books and signed up one new patron for the service. Delays by the USPS have made Books by Mail challenging over the summer, with some books taking up to one month to reach residents just a few miles away. Flexibility with due dates, sending additional materials before receiving returned materials, and keeping patrons up to date on mailing dates has been important as this resource for our homebound and often most vulnerable population continues. All Books by Mail patrons have been extremely kind and understanding during this chaotic time and we are very thankful for their patience!

In preparation for the new school year, all Teacher Loan cards were renewed automatically. Typically we would require patrons with the Teacher Loan status to update their account and verify their teacher status every year. Because of the pandemic and the challenges all teachers are facing this year, we waived all those requirements. It makes it much easier for our hardworking teachers to focus on this crazy year!

Students – don’t forget about your Student Success Cards! Young Reader Librarian and School Outreach Coordinator Michael Barb worked with the digital services team to balance proper confidentiality with ease of use. All students in PVPUSD can use their student ID numbers as a digital card for all online services. And those online services have gotten more robust this year with a slew of new databases being added, courtesy of the California State Library and their relationship with the online database provider Proquest.

**New databases added to our resources:**

- **CultureGrams** – Concise cultural information on countries around the world. *(Grades 3-12)*
PVLD now has a one-stop webpage that features all our virtual programs. This single page is for kids, teens, and adults and lists all our wonderful offerings going on. **It’s a wealth of great information!**

Check it out here: [www.pvld.org/virtual](http://www.pvld.org/virtual)

Just some of the neat stuff coming up:

Lessa is working with food lover and lecturer Richard Foss to update the program *Imbibing LA: Boozing it up in the City of Angels* to go virtual. This program, originally scheduled for May 2020 will now take place October 29 as an interactive webinar.

Lessa and Laura I. began planning for a virtual community art show to take the place of the Peninsula Center Library’s biggest annual event, the Community Art Show. The Art Show often draws over 100 artists from the community so moving it to a virtual environment will be interesting but I know these guys are up to the task. More info will come next month!
Adult Services Librarian Deb Ripley is working with Madeline Miller, author of the amazing novels *Song of Achilles* and *Circe*, for a virtual author talk on October 10th.

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**Local History Center**

Adult Services Librarian and Archivist Monique Sugimoto, along with Digital Service Librarian Erik Adams, got the Oral History Metadata Synchronizer (OHMS) tool working again and began the process of synchronizing oral histories and making them available through the catalog.

Monique also attended a webinar on a new completely virtual platform for collecting oral histories called TheirStory. It is an exciting development as the platform is being created specifically for oral history interviewing and we can’t wait to see what comes of it.

The Olmsted Brothers influence and contribution to the Palos Verdes Peninsula continues to be a big reference topic. Monique fielded several questions on original plans for open space and plantings, particularly for Palos Verdes Estates. Additional reference questions included timelines of architects who worked in the area and PV Golf Club history. One reference question Monique and Deb fielded together was from a private detective in Illinois. The detective had been hired by a former Pan Am flight attendant who was looking for her roommate from flight training school. With a few obituaries and some phone calls, the roommate was found, the two ladies were reconnected and it was reported their conversation was amazing! Being even a little part of bringing old friends back together is pretty cool.

Monique is in the beginning planning stages of a new local history program (vlog series) called “Pedal PV” in which she’ll provide video vignettes on Peninsula history. You may have seen Monique pedaling her electric bike around the hill and she decided, if people can’t come to the Local History Center, maybe she can take it to them. Go Monique!

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**Highlights for Kids and Teens**

The Summer Reading Program for kids and teens this year may not have had quite the numbers of previous years but it was well loved and enjoyed by those who participated. I’m personally thrilled with the number of teens who participated – perhaps the online format was more comfortable to them?

**Summer Reading Numbers:**

- Kids total participants: 320 with 96 completing all reading activities.
- Total number of patches given out: 856
• Teen total participants: 169 with **all of them** completing at least 5 books and 128 completing 10 books!

• The Riddle of the Week had over 130 participants with 10 answering at least 10 riddles.

New virtual events for kids and teens in August included; Zany Zoe’s Magical Discoveries, an outside performer with an online video that received 169 views and our Virtual Storytimes with Young Readers Assistant Manager Marisa Perley and Young Readers Librarian Katrena Woodson which received 1082 views. We’re also seeing a number of patrons go back and watch programs and storytimes posted in June and July.

Zany Zoe’s Magical Discoveries

To get ready for the start of school Michael, Young Readers Librarian Emily Ohara and Teen Librarian Megan Durazo worked on creating fliers on all our new, and old, services and resources for kids including *Online Resources for Kids and for Teens*, *Student Success Cards*, and the *Call Us* service. Young Readers Manager Laura Henry has been attending all the PVPUSD Student Town Halls and Distance Learning Academy Orientations to keep abreast of new developments and the team created Back to School Care Packages for Elementary and Middle/High School students for September distribution during curbside. These were a huge hit with the kids and parents and our supplies lasted only a couple of days.

Laura H. created a video tutorial on using World Book Online and Marisa is working on videos for using the library catalog and placing holds on various materials. Since the webpage will be a main point of contact for students, the librarians have been working to add new material from book lists for Back to School and Distance Learning to new activities and virtual programs. Plus promoting the new *We Browse for You* service and highlighting new books added to our collections. The department rush ordered a number of high interest titles and expanded their eBook formats as well.

Megan is working with our Peninsula Teen Advisory Counsel and has had seven new applications for the year. They are working on planning and hosting a virtual Book Making and Book Binding program in September featuring Circulation Manager Ketzie Diaz, and a Writing Workshop for Teens with author Mathieu Cailler in October.
Racial Equity

A big highlight of the month was listening to the BUILD team (formally CREI) present to the Board of Library Trustees about the work they have done on racial equity at PVLD. The Trustees were supportive of the group and their plans and I look forward to continuing to work with both groups in the coming year. The BUILD’ers also met with Kikanza Nuri-Robins, a consultant working with PVLD on racial equity in the workplace, and have already gotten some great practical advice and ideas to put into practice.

Lessa participated in the first ever ALA Equity, Diversity, and Inclusion (EDI) Assembly, providing an introduction and context to the event as past chair of the Office for Diversity, Literacy, and Outreach Services Advisory Committee Chair and past ALA Executive Board Liaison to the committee. This was a great opportunity for folks passionate in EDI from across the country to come together and make connections. PVLD is proud to have Lessa participating and know she will be a fierce contributor to the group. I look forward to learning from her and the BUILD’ers in the year to come.

Social Media Success

- The Facebook team posted 46 times, gained 7 new followers, and had 303 engagements.
- The Twitter Team tweeted 42 times, gained 14 new followers, and had 132 engagements.
- The Instagram Team posted 29 times, gained 26 new followers, and had 627 engagements.

Instagram: https://www.instagram.com/palosverdeslibrary
Facebook: https://www.facebook.com/pvlibrary
Twitter: twitter.com/pvld

Follow PVLD today!

One of our most popular posts this month featured a curious peacock at the Malaga Cove Library!
Circulation and Library Materials

Ketzie and our in-house Safety Committee have been following materials handling guidelines from an organization called REALM - REopening Archives, Libraries and Museums. This group has been testing various library material for length of COVID infection levels. They have tested everything from paper to canvas and come up with quarantine guidelines that most libraries are following. With new REALM guidance, the safety committee looked at the materials being returned and quarantined at PVLD and determined that some additional measures needed to be taken with specific materials including CDs, Books by Mail nylon mailer bags, and Braille Institute cartridges and readers. In addition to the 96-hour quarantine, these items must also be wiped down with disinfectant before re-circulating. Don’t worry, YOU don’t have to quarantine materials coming from us, we’re doing all the work on our side to ensure our library materials are safe for everyone.

Adult Services Librarian Dennis Piotrowski received, reviewed and distributed approximately 95 patron purchase suggestions for new titles to add to our collection. Adult Services changed the status of over 130 DVDs and a large amount of non-fiction titles to allow for a longer circulation period and ordered a new batch of NOLO press legal book on order.

Technical Services Manager Mary Kocman and Serials Clerk Toby Stevens are working to prepare the magazine collection for circulation to our patrons. That’s exciting!

Library Facilities

Adjacent to the Peninsula Center Library, work is being done to install the new electric car charging station equipment. The stations themselves don’t take up too much room, but the equipment to go along with them does! Construction should only take a few months and as it moves from adjacent to the building to on the roof itself, we’ll be working with the team to adjust our curbside pick up to accommodate. When we planned for the charging station, who could have even thought we’d be doing a roof top service?!

Facilities Technicians Saul Cerda and Franklin Portillo have been completing long planned painting projects and repainted the foyer walls and the wall behind the large map in the Peninsula Center Library. They also repaired cracks that were becoming ripping hazards in the marble at the Deep Valley entrance to the building.
The Facilities team also noticed that the storage room at the Malaga Cove Library was starting to show some minor mold and mildew growth due to the humidity and heat. Franklin, Saul and Facilities Technician Jason Smith all pitched in to pull every piece of furniture out of storage, clean and disinfect everything and the room itself. They have created a schedule now of opening all storage rooms for inspection, fresh air and light.

Another big project was the power washing, repair and painting of the railing surround the entire roof top parking lot at the Peninsula Center Library. Saul noticed the railing had rusted out in certain places and the team got on that job quickly.

Facilities Technicians Larry Ray and Jose Leiva were able to repair the fire doors for elevator #4 at the Peninsula Center Library in preparation for the re-inspection this month. When the first inspection was done, the doors were not working correctly and after being quoted a very high price for the repair, Larry and Jose put their heads together, did some brainstorming and fixed it themselves. This is just one more example of how this team steps up to help save money. After getting a price for new Plexiglas end caps for books shelves throughout the library, the team decided they could hand craft them cheaper and have been working to make over 100 end cap signs holders!

The skill level and dedication our Facilities team bring to the library is just amazing.

Great job everyone!

⇐ Franklin hard at work!
Safety Committee

The library’s Safety Committee has continued to meet regularly throughout the closure to ensure that PVLD staff and volunteers have safe and healthy working conditions. The Safety Committee will also continue to play a major role as we navigate reopening library spaces to the public.

At the end of July, the Safety Committee rolled out a Staff Safety Guide to provide key safety procedures/reminders to our PVLD community of staff and volunteers.

In August, the Safety Committee held two live and two virtual presentations of the guide to ensure everyone on-site is familiar with current safety protocols and to answer any questions that staff/volunteers might have. A special in-person session was also provided for the six returning part-time staff members. A huge thank you to Monique Leahey- Sugimoto for leading these presentations!

Information Technology and Library Website

Information Technology Manager Laszlo Latkoczy is working on crafting a new policy to loan out our Chromebooks. Prior to the pandemic, these would not have gone outside the library building due to their cost but times have changed! Laszlo is also working on getting 15 additional T-Mobile hot spots for patron use as well. Both should be available soon.

A major project for IT this year is the deployment of a new network backup system, and IT Administrator Brett LaForest made good progress on this project in August. Deploying a Nakivo Transporter VM for the new backup infrastructure and two new HPE Ultrium tape drives for recording, the new system is up but still experiencing some efficiency issues (too long of a time to complete a full backup). These issues need to be addressed, and Brett is working with Nakivo technical support to have them resolved in early September. Brett also upgraded the Unifi Network Controller and resolved an issue with .tif files in the Local History share folders.

IT Administrator John Jakobsen assisted staff with formatting a new laptop, worked on several copier issues, re-recorded the telephone systems automated main menu, worked on formatting issues on the staff side of the library catalog and prepped for a major upgrade to our servers.

The ISP line for the old Annex space was disconnected in July and Laszlo assisted Cox Communications with picking up some equipment. IT will remove the remaining equipment from the Annex in September. As a side note, because of the existing mold in the Annex, it is advisable to wear protective eyewear when you’re in there and have sensitive eyes.

← Laszlo geared up at the Annex.
Administration and Finance

Senior Administrative Assistant Brenda Sibert continued to work with meeting room reservations for August, September and other 2020 months to coordinate cancelations due to the library closure and overall organization/event postponement. All August/September events were cancelled or postponed with most groups continue to opt for rolling their credit to future events and Brenda is working with these groups to reschedule for 2021.

To date we have issued:

- 118 credits totaling $9,205.00.
- Refunded 51 reservations at $9,738.00. This includes a few large events scheduled for 2020.

Staff Training & Kudos

Staff from all departments continue to attend classes and workshops in a variety of areas.

PVLD was thrilled to welcome back to work six of our part-time employees; Technical Services Clerk Andrea Dickerson, Clerks Susan Deo and Marcia O’Conner, Senior Page Kendell Cornwell and Circulation Pages Virginia Dailey and Larry Tominaga. This group is here to assist with the Circulation tasks associated with running our current curbside service and will be working two times a week and providing support to our busier days including Tuesdays and Saturdays. Welcome back!

We also had two long time part-time staff members resign in August- Senior Branch Clerk Patty Chagi and On-Call Librarian Peter Mickelson. We were not able to recognize them as we would have hoped but wish to thank them for their dedicated service to PVLD. We will miss them!

Wishing you and your families a safe and happy month!

~ Check out all our online programs and services at www.pvld.org ~