Curbside Materials Pickup

The curbside materials pick up service continues to be incredibly popular at all three library branches. In early July, staff from many different departments pitched in to move curbside operations at the Peninsula Center Library from the 4th floor foyer to the mezzanine area. This reorganization has proven beneficial in many ways: the mezzanine is a cooler and more comfortable space in the summer heat; it’s a larger space allowing for easier physical distancing and a second computer workstation; two service teams are able to work simultaneously for much faster service and shorter lines for our patrons; and the area of the parking lot outside the mezzanine allows for cars to pass each other if they are served sooner than the first car in line. All in all, the mezzanine has proven to be a much better service point for curbside pick-up and the July numbers prove just how much our patrons are using it.

<table>
<thead>
<tr>
<th>New Library Card Applications</th>
<th>247</th>
<th>New Young Reader Library Cards</th>
<th>11</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Library Cards Created</td>
<td>165</td>
<td>Holds Requested</td>
<td>10,792</td>
</tr>
<tr>
<td>New Library Cards for local PV Residents</td>
<td>87</td>
<td>Curbside Patrons</td>
<td>3,718</td>
</tr>
<tr>
<td>New Non-resident Library Cards</td>
<td>78</td>
<td>Curbside Checkouts</td>
<td>12,990</td>
</tr>
<tr>
<td>New Adult Library Cards</td>
<td>144</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Information Technology (IT) Manager Laszlo Latkoczy and IT Administrator John Jakobsen replaced the laptop used for curbside service at PC with two desktops with big monitors and full keyboards/mice making it much easier for the staff to check out items. It was also decided that a telephone should be placed at the curbside desktop area so that staff working curbside can easily call if they need to request additional assistance. Adult Services Librarian and Archivist Monique Sugimoto reworked the layout of the book carts in the new space, which has made it easier to search and find patrons hold items.
The response to our curbside service at the branches has remained incredibly positive. Many patrons have expressed enjoying the feeling of getting a little bit of "normal" back that checking out books gives them. Branch Manager Eve Wittenmyer shared that several moms told the branch staff their kids have been close to tears because they were so excited to get library books again. Although the library doesn’t get a ton of kids walking up for curbside, the ones who do come love to ding the little service bell. Seems like the highlight of the trip for many of them. ;)

Eve also reported that being able to work with staff from the other branches who come out specifically for curbside shifts, has been a great highlight! I’ve been so impressed with how staff from every department have stepped up to make this service possible for our community. Great job everyone!

Providing Library Services – Virtually

The Adult Summer Reading Program is going well with good participation in reading and activities during July. Lots of great book reviews were submitted, and some were even added to the PVLD Goodreads page, with permission from the reviewer, of course. Four lucky individuals were awarded $50 gift cards to Good Stuff and the Cove Cafe.

Adult Services Librarian Laura Ishizaka and Circulation Manager Ketzie Diaz hosted a successful Virtual Paint Night event on a Friday evening. Ketzie provided the outline of a painting ahead of time and attendees were encouraged to use whatever they had available at home. While it was definitely a challenge as an instructor for Ketzie to guide everyone with their own materials and tools, Ketzie did a great job!

Adult Services Manager Leti Polizzi coordinated a virtual author visit with Liz Climo and Laura I. stepped in as moderator for a Saturday morning author talk and drawing demonstration. Liz and Laura shared great chemistry and everyone enjoyed a welcoming, warm and funny morning of personal stories, professional advice and live drawing! One patron noted, “The questions asked by the host were very good and I thought the rapport between the host and Ms. Climo was cute. :) It made for an entertaining Q & A.”

I could not agree more – I was fortunate to view the event and had a great time.

← After the event, Liz gave the library a little shout out on her Instagram story.
The Peninsula Friends of the Library hosted a fabulous Zoom event on July 24 with Phil Donahue and Marlo Thomas who spoke on their new book *What Makes A Marriage Last*. Almost eighty viewers joined hosts Tom Sullivan and Mary Jo Hazard for an hour of engaging conversation laughs and a little insight on a long and successful marriage. Our IT gurus Laszlo and John helped out during the event and Digital Services Manager David Campbell added it to YouTube for future viewing.

Watch it here: https://youtu.be/WSEwWDPLX0s

This month’s Virtual Book Club asked participants to read a “classic” and Adult Services Assistant Manager Lessa Palayo-Lozada and Laura I. led a lively discussion on what actually makes something a classic piece of literature. Lessa also mailed out 26 items to our Books By Mail participants.

The Cultivating Race, Equity and Inclusion in Libraries (CREI) grant team has been doing great work these past few months and will be presenting to the Board of Library Trustees at the August meeting. The team includes Lessa, Teen Librarian Megan Durazo, Branch Clerk Dustin Alexander, Circulation Manager Ketzie Diaz and Human Resources Manager Sarah Udin. This month they completed a 2-day training and created additional materials for PVLD’s Racial Equity page. Lessa uploaded the new information to the webpage which can be accessed here: https://www.pvld.org/racialequity. This page includes many things folks can do right now to be anti-racist and help dismantle systemic racism in the community and we hope you will check them out!

Adult Services Librarian Dennis Piotrowski oversees the library’s tax forms and although the deadline for filing was extended to July 15 due to the COVID-19 pandemic, this very unusual tax season has come to a close. Although patrons were unable to pick up tax forms at the library after mid-March when the library closed, we kept the link to appropriate federal and state resources available on the website. Hopefully next year we will be back to normal and will be able to provide physical tax forms to everyone.

Laura and Adult Services Librarian Deb Ripley are working on the library’s Film Fest, which will meet every Friday evening in August to discuss a specific film from that week. Check out all the offerings on our website.
Adult Services Librarians are continuing to provide phone reference services and are getting great feedback.

From one satisfied patron:
"Hey, this is great. I appreciate the call back, the help, and the pick-up options. You're reinventing yourself and I think that's great."

Local History Center

In recognition of the Women’s Suffrage anniversary, Monique and Laura I. planned a wonderful exhibit of short biographies of some of the prominent ladies whose work impacted the Palos Verdes Peninsula. Called PV Foremothers, the exhibit highlights 21 women and can be found here: https://pvld.org/pvforemothers. A BIG thanks for Local History Center volunteer Sue Tittle for organizing all the biographies just days before the library shut down in March. Another thank you to photographer Richard Freeman for allowing us to use Sue’s photo. Thank you both!

Monique did some research on the history of the stretch of grass, affectionately known to some as the “weed patch”, in front of the Palos Verdes Estates City Hall along PV Drive West. Monique found images documenting the area from the early 1920s to around the 1970s, and discovered it really hasn’t ever been anything else! It had been intended to be part of the electric car line that was never built. A newly formed foundation called the PVE Foundation is working with the City of Palos Verdes Estates to beautify the stretch of grass.

Patrons continue to contribute to the Your Story is the Peninsula’s Story online effort. One recent submission was of the volunteer Miraleste Fire Department. According to the donor, not one house was ever lost to fire. I’ve personally been really impressed with the images submitted specifically around dealing with the COVID-19 pandemic and recent protests over the killing of George Floyd and Black Lives Matter. The images are powerful and show how engaged our community is. I highly encourage you to check them out if you can.

The library’s relationship with the Family History Center continues to grow and be fruitful. Monique assisted a patron to get some birth and death certificates which are accessible due to our “affiliate” status. Genealogy is certainly the perfect pandemic pastime!
Highlights for Kids and Teens

“I just wanted to thank the Children’s librarians at PVLD. The weekly story times have been wonderful! My grandchildren love them! Thank you so much for helping us through this difficult time!”
– A thankful library patron.

The Summer Reading Program for kids and teens has been going very well with 307 kids and 71 teens participating so far. The Young Reader librarians have mailed out over 550 reading patches with 66 kids completing the whole program! July had 89 kids offer up Riddle of the Week answers as well. For the teens, 83 have received Amazon gift cards already with 46 competing 5 books and 53 completing 10. Teen Librarian Megan Durazo also had 82 responses to her weekly Character guessing game. The ongoing 1000 Books Before Kindergarten had 7 requests for milestone prizes. Great job everyone!

Young Readers reference questions focused primarily around the Summer Reading Program and a number of request for reading recommendations. Megan also had a really interesting email question all the way from New Zealand about our Braille books, part of which was asking if we transcribed them into braille ourselves. Sadly we do not, we buy them that way, but the patron went away happy with the answer they got!

Megan launched a new Teen program called Write Your Story encouraging kids to spread their creative wings and contribute stories of any kind to an online reading board. She’s gotten 13 entries so far and says “there’s something for everyone: crime, tragedy and triumph too!”

Young Readers Department Manager Laura Henry posted 5 new virtual storytimes this month and got views into the hundreds for each of them. July’s new virtual sessions got a total of 1216 views and older videos from June are still being watched over and over again. It’s kind of fun to see the number of views go up and up.

Young Readers librarians contributed a wonderful assortment of other virtual programing as well with Megan’s Tiny Food Cooking Show, School Outreach Services Librarian Michael Barb’s Thrilling Tales of the Old West – Death in the Donner Party book talk, a Funniest Paper Bag Craft, Drive in Movie at Home program and a virtual Bubble Program.
Check out all the videos on our Facebook page here: https://www.facebook.com/pg/pvlibrary/videos/
or on our YouTube channel: https://www.youtube.com/user/pvld

Our all ages Community Cookbook continues to grow and now has 16 entries, including one from a Middle School student. If you’ve got a recipe to share – maybe your very own Tiny Food? – send it in to our cook book! Submit here: https://pvld.org/cookbook

We also received a wonderful little note from patron Beckett who is working a project to bring sea otters back to the Palos Verdes Peninsula. Beckett found information at the library that helped and sent us this wonderful note! Good luck Beckett!

“...The PV library has played an important part in my sea otter project. A book that I got at the library, You Are Mighty by Caroline Paul, gave me the idea to start an online petition and some tips on how to make a difference. Another library book, Sea Otter Heroes by Patricia Newman, gave me information on sea otters that helped me provide my project with good data. Both Ms. Paul and Ms. Newman have signed my petition and written back to me with great advice... “ – Beckett, 4th Grader at Cornerstone Elementary.
Social Media Success

The Facebook team posted 52 times, gained 2 new followers, and had 324 engagements.
The Twitter Team tweeted 58 times, gained 7 new followers, and had 161 engagements.
The Instagram Team posted 38 times, gained 27 new followers, and had 710 engagements.

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

Circulation and Library Materials

All PVLD libraries are closed to the public but our patrons are certainly using our services. Curbside holds pick up at all branches is going like gangbusters with over 25,000 items circulating in July alone! And as you can see from the chart below – our downloadable and streaming services have jumped in usage considerably from this time last year.

<table>
<thead>
<tr>
<th></th>
<th>April 2019</th>
<th>April 2020</th>
<th>June 2019</th>
<th>June 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overdrive</td>
<td>4959</td>
<td>7431</td>
<td>4886</td>
<td>7092</td>
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<tr>
<td>Hoopla</td>
<td>795</td>
<td>2770</td>
<td>802</td>
<td>2362</td>
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<tr>
<td>Kanopy</td>
<td>1111</td>
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<td>859</td>
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</tbody>
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<table>
<thead>
<tr>
<th></th>
<th>May 2019</th>
<th>May 2020</th>
<th>July 2019</th>
<th>July 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overdrive</td>
<td>4867</td>
<td>7488</td>
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<tr>
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<tr>
<td>Kanopy</td>
<td>935</td>
<td>2912</td>
<td>821</td>
<td>2417</td>
</tr>
</tbody>
</table>

When library materials come back into the library, they go through a full quarantine period. Based on a study from the REALM project, it was recommended to increase the original recommended quarantine time from 72 hours to 96 hours. Researchers discovered that the COVID-19 coronavirus can live longer on glossy paper surfaces, such as magazines or board books. Staff decided that the easiest thing to do was add another day to our quarantine period but there have been some unexpected results. Circulation Manager Ketzie Diaz had to re-do our email notices again and it has had an effect on branch library patrons. Since there are no staff at the branches on Monday and Friday, items sit in quarantine a bit longer than 96 hours, and an item might not be checked in for as long as 8 days from when the patron returned it. That has added to an increase in confusion from patrons, but once we explain what is going on, a majority of our patrons are very understanding. I can
guarantee to all our patrons, we’re doing our very best to get items checked in while being as safe as possible!

With the help of Digital Services Librarian Erik Adams, Laura I. created a way to browse the new films that have been ordered for PVLD on our online catalog! Simply follow the link below, or visit the online catalog and type in NEWFILMS in the search leaving all other fields in their default dropdowns. Hit enter and you’ll get a list of all our new films!

Link: https://palos.ent.sirsi.net/client/en_US/default/search/results?qu=NEWFILMS&te=ILS

Hopefully this will let patrons browse the collections remotely with ease. Laura is also actively looking for ways to virtually share our New Adult Fiction and Nonfiction collections with patrons through social media and the website. More info to come!

There has been a noticeable uptick in the number of patron purchase suggestions since we recently reinstated this service through our website. In July, Dennis received, reviewed and distributed approximately 42 purchase suggestions. Branch staff have been working to ensure the collections are up to date, even with no patrons in the building. It’s essential to keep up on all collection maintenance work to ensure our shelves are in order and materials can be found quickly.

Serials Clerk Toby Stevens and Technical Services Manager Mary Kocman continue to receive and process new magazines and newspapers. Even though this collection isn’t circulating right now, it will be ready and available for our patrons when the buildings open again.

Library Facilities

Facilities Technicians Lorenzo Orosco, Franklin Portillo and Saul Cerda working the curbside service!

Facilities Manager Daniel Gutierrez, Assistant Facilities Manager Vanessa Woods and the Facilities team are paramount to not only keeping our buildings clean and well maintained but also safe, something especially important during this period of COVID-19. They have been concentrating on the cleaning of fixtures, appliances, hard to access staff areas, and consistently disinfecting high traffic areas throughout our district.
To support physical distancing, bathrooms stalls have been blocked off in all utilized bathrooms, cutting occupancy limits in half.

High touch areas throughout the library are being cleaned thoroughly.

Jose Leiva working on stair rails.

Franklin Portillo power washing the Peninsula Center Library front entrance on Silver Spur.

Facilities has been continuing the library’s LED lighting project by changing less efficient lighting elements throughout the District.

Here’s Jose changing out some lights at the Malaga Cove Library.

Work isn’t only being done at Peninsula Center and members of the Safety Committee conducted a walkthrough of the Malaga Cove Library and Miraleste Library with Branch Manager Eve Wittenmyer.
to develop a plan for safe re-opening for each branch establishing entry protocols, setting open/closed services and maximum occupancies, and evaluating safety measures and fixtures required for opening. While we aren’t ready to open our buildings to the public just yet, once we are, our patrons can be confident our spaces will be safe!

A patron comment to one of our staff:

"Pass along a big thank you to the entire library staff for working at this time and taking on the risk of Covid. Please be safe and we just appreciate that you are working this hard to make sure we have access to library materials that allow us to learn even during this pandemic. A big thank you to the team."

You are welcome and we can’t wait to see our patrons again in person!

Safety Committee

Daniel is also member of our Library Safety Committee, along with Monique, Ryan, David, Sarah and Assistant Branch Manager Jennifer Chaffey. This group has met 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 PVLD navigates reopening library spaces to the public. Just a few of the tasks they have addressed are:

- Creating a Staff Safety Guide to provide key safety procedures/reminders to our PVLD community.
- Ensuring safety measures are met and addressed to maintain a safe workplace for our staff and volunteers per LA County Protocols for Libraries Opening for Curbside Pickup and Office Worksites.
- Working with the internal Incident Response Team to ensure a team member is on-site to assist/support staff with safety concerns and incidents.
- Creating and posting safety signage throughout the library (including maximum occupancy signage, reminders on avoiding cross contamination and safe disinfecting practices)
- Creating and monitoring supplies of staff personal protection equipment stations at each library.
- Responding to staff concerns on safety issues.

Wearing a mask shows...

Kindness
Information Technology and Library Website

Network Administrator Brett LaForest worked on a variety of projects including many upgrades, especially to the Unifi Network Controller and all Unifi AP’s to the latest release. He also did research and planning for PVLD’s new network backup system and will begin configuration in August.

John worked together with Brett to resolve the Domain time drift issue, fixed the domain thumbnails not showing for employees in their files, did a lot of testing and troubleshooting for Zoom webinars, update the Workflows staff instructions and worked on ADSelfServe Plus issues. Working with Monique, John replaced the Local History desktop and started working on the two Graphic PCs at Peninsula Center. He also updated several staff laptops (especially the proctor laptop) and all placed all staff laptops on and auto-updating routine.

Administration and Finance

Senior Administrative Assistant Brenda Sibert has continued to work with meeting room reservations for July, August and other 2020 months to coordinate cancelations due to the library closure and overall organization/event postponement. To date:

- All July/August events were cancelled or postponed.
- Most groups continue to opt. for rolling their credit to future events and we have issued 116 credits to date ($9,065.00). Brenda is working with these groups to reschedule many meetings/book future meetings for 2021.
- To date we have refunded 49 reservations at $9,453.00 (this includes a few large parties/events scheduled for 2020).

Brenda proctored one exam in July. Since the closure in March all scheduled proctoring had been cancelled. Luckily, all proctoring appointments had alternative options through their schools with many offering more flexible testing options. One student reached out to us during the closure in June and we felt confident we could safely administer an exam and the student was very grateful! It is nice to know that we have options to safely offer this service on a limited basis for students in need of proctoring.

Deputy Director Ryan Roy has taken over the role of handling the library and Peninsula Friends of the Library voluteers and tallied the total number of hours worked for FY 2019/2020. The total for the fiscal year comes out to 18,972 hours. This number was reduced significantly due to the closure of the library from mid-March through the end of the fiscal year. Volunteer hours for July-Dec 2019 totalled 13,799, compared with 5,173 for Jan-June 2020. The previous fiscal year (FY 18/19) recorded a total of 26,325 volunteer hours.

The Technical Services Department relies heavily on volunteers to do everything from shelving magazines to mending books and Mary and Technical Service Clerk Adan Becerra are brainstorming with Ryan on how they might get mending work to their regular group of volunteers. They are going to reach out and see if any might be willing to take the needed supplies home and work on projects remotely. Just like any returned item, all mended items would be appropriately quarantined prior to going back into circulation.
Staff Training & Kudos

Lessa attended the monthly APALA Executive Board meeting and Annual APALA Membership meeting as Executive Director. She also represented APALA at a meeting with new ALA Executive Director Tracie D. Hall on ways the National Associations of Librarians of Color can work with ALA to dismantle the systemic racism inherent in libraries and the association.

Monique was interviewed by a freelance writer for the American Libraries magazine on the YSPS/Coronavirus Pandemic collection. Monique also continues to attend the LA County Department of Public Health updates held three times a week to monitor updates on COVID-19 in LA County.

Laura I. attended the July South Bay City Council of Governments (SBCCOG) Senior Working Group meeting. Laura Henry and Michal have both been attending the PVPUSD Town halls and have been corresponding with PVPUSD’s Assistant Superintendent on ways the library can support the schools during this difficult time.

Staff from all departments have been attending webinars, trainings and workshops on all aspects of professional development.

Wishing you and your families and loved ones safety, health and happiness!

~ Check out our online services at Your Library at Home at www.pvld.org ~