Hold Pick Up Service

Patrons continue to use the hold pick up service at all three PVLD locations with great gusto.

Saturdays & Tuesdays are definitely the busiest days and at Peninsula Center Library the last Saturday in June, we had a line across the parking lot and down to the street the entire 4 hours we were open. Staff helped 224 patrons with 857 items – that’s 1 patron with 4 items every single minute!

Thankfully most patrons were very understanding about the wait times and were happy to get their items. Quick library tip – Wednesdays and Thursdays are much quieter and have shorter lines or wait times!

The Miraleste and Malaga Cove libraries pulled almost 600 holds the first couple days of June and then dropped down to about 100-120 items a day at each branch. Now, their pull lists have settled to about 50-100 items each day at each branch.

The Miraleste Library has pretty steady patron usage throughout the day and as expected, it's a little quieter at Malaga Cove. Tuesdays and Saturdays are the most popular days at both branches as well with patrons universally grateful we are offering holds pickup service. Branch Manager Eve Wittenmyer reports staff have gotten many compliments on the service and everyone has really enjoyed seeing the regular library patrons again!

↩ Check out these numbers!

Created by Circulation Manager Ketzie Diaz.
Staff from all departments have chipped in to make the hold pick up service possible. They are pulling the hold items, checking them in, working the roof top and entry door services, emptying book drops and shelving materials. It’s certainly been a team effort!

IT Administrator John Jackobsen prepared three mobile laptops along with accessories for each branch and kept an eye on them as the work load expanded. This included hardwiring the Miraleste laptop as the wireless signal right at the entry way door is only average right now. Down the road we plan on upgrading the wireless at the branch but for now, a hard wire worked!

On June 8th all book drops district wide were opened and the patrons responded by returning ALL of their items! Whew...so many great books! We are quarantining items for 72 hours before checking them in. You can see some of our huge books drops below!

Books galore! Deputy Director Ryan Roy giving the thumbs up to our big books drops!

We’ve also been very careful to create a safe environment for those staff who are back in the building working on hold services. We have a staff group called the PC Cohort that works on all aspects of library operations at the Peninsula Center library and they created a staggered schedule designed to ensure we have an appropriate number of staff to do the work required while limiting as much as possible the number of staff onsite at any given time. We’ve extended this out to the branches to ensure they also have the ability to physically distance while offering hold pick up.

PVLD implemented additional health and safety features for staff including:

- Opening library buildings to staff longer during the day to allow for more flexibility and staggered shifts.
- Opening the roof top for staff parking again.
- Assigning a point person for staff every day the library is open for safety needs.
- Making adjustments to individual workstations to further space out staff to ensure physical distancing.
- Our Facilities Department now has detailed cleaning schedules to ensure proper disinfecting of all library spaces.
• New informational signage on health and safety practices for staff and patrons.
• Additional stations at each library where staff can get personal protective gear.

Re-Opening the Libraries

The one question we get quite regularly is “when will you open the libraries?” I wish I could give a definite answer, but as the cases of COVID-19 spike higher and higher the library, like many organizations, are playing a game of wait and see. It doesn’t mean we aren’t actively planning.

In preparation for the library’s phased re-opening, a “reopening team” was created that includes staff from across the departments including the Incident Response Team (IRT), the PC Cohort team and the Technical Services Manager. We reviewed the reopening plan together, discussed challenges and concerns, and addressed necessary safety measures needed prior to opening. A walkthrough of the library floor was conducted to determine what areas would be open to the public, what furniture needed to be moved, and to ensure appropriate distancing is available for computer usage, checkout lines, and reference services. This team met throughout the month of June.

The joint union-staff Safety Committee will also be working closely with the IRT and Reopening Team to ensure that staff safety concerns are addressed.

Providing Library Services – Virtually

The summer reading program is officially here! The Adult Services Department had 23 participants in June completing a variety of activities ranging from submitting book reviews to learning a new language with Rosetta Stone to submitting photos to Your Story is the Peninsula’s Story and PVLD Community Cookbook entries. Two lucky patron raffle winners received $50 gift cards to Reverent coffee shop and two patron raffle winners received $50 gift cards to Yellow Vase, all local PV shops. One of the raffle winners had this to say about her online PVLD Summer Reading Program experience:

“I really appreciate PVLD and offering these wonderful opportunities and letting us know about all the online activities we can do. It has been a great help these past months!”

Adult Services Manager Leti Polizzi and Adult Services Librarian and Archivist Monique Sugimoto hosted a Zoom Trivia Night for an engaged group of trivia nuts. It was much appreciated and clearly our patrons have Zoom down pat! A survey was sent out to attendees to get feedback.

Adult Services Librarian Deb Ripley led a Virtual Book Group discussion on Agatha Christie books with Monique and Adult Services Librarian Laura Ishizaka serving as technical assistance. The 17 people who joined all had a great time. Laura has been assisting Adult Services Assistant Manager Lessa Pelayo-Lozada with check-in calls to new and existing Books by Mail patrons in June with a total of 19 books being sent to 8 patrons.
Monique received a very nice email from a longtime patron who used to visit primarily during Monday Tea time. The patron noted her son, “…loves tea and the library, and I used to bring him every Monday he didn’t have school. We both miss it, so we’ve recreated Tea at the Library at home. On occasional afternoons I make tea and cookies for us both, and we read our way through a stack of books [he] has chosen for the occasion.”

So adorable! Thank you for sharing this wonderful story!

The weekend after the libraries closed due to the COVID-19 pandemic, the Malaga Cove Library had planned to host the Are You Thinking What I’m Thinking community art exhibit. Although plans are to still have the physical exhibit at some point, for now it’s gone virtual! The artists chose random phrases to inspire their pieces and had to create outside their usual medium. All the artists were definitely excited and nervous about the challenge, and all agreed it’s scary to try something new but also freeing and fun. View the gallery here: https://www.areyouthinkingwhatimthinking.art/gallery

Deb, Laura, and Lessa have been working on updating the libraries Celebrate webpages with new graphics and updated information. Their goal is to have all the newly updated pages ready by September just in time for Hispanic Heritage Month! Lessa kicked off the endeavor with a complete overhaul of the LGBTQIA+ Pride Month page for June. They have also been working on creating the appropriate tags so these materials can be easily located in our library catalog.

Lessa built and populated a site outlining Racial Equity initiatives and resources at PVLD that can be found here: https://pvld.org/racialequity along with a statement from the Library Director. This statement was a labor of love by many staff members and the Board of Library Trustee Kay Cooperman Jue. It was endorsed by the Board of Library Trustees and I’m happy to say by the Board of the Peninsula Friends of the Library as well.

Laura I., Young Readers Librarian Emily Ohara, and Young Readers and Teen Librarian Megan Durazo created booklists for patron of all ages to add as well. This page will be updated by the library’s grant funded team working on Creating Racial Equity and Inclusion (CREI) in the library. The CREI cohort met in June and is developing a one-year action plan for racial equity initiatives in the district. I can’t wait to see what develops on this tremendously important topic. Thank you to all who have put so much effort into this grant and the training opportunities for all our employees.
Lessa worked with Digital Services Manager David Campbell and Digital Services Librarian Erik Adams to put together an online art show for the cancelled Palos Verdes High School Advanced Photography Show. Check it out here: https://www.pvld.org/pvhsvirtualartshow

The Adult Services librarians answered 343 reference calls remotely in the month of June in addition to working regular circulation shifts on a daily basis. Technology questions seem to dominate with patrons asking about their online library accounts, PINs- creating and changing them, placing holds, our library materials quarantine process and a lot of questions about helping to access and download eBooks.

Circulation Manager Ketzie Diaz worked with Megan to host a virtual Block Printing Workshop for teens. They created small kits that participants picked up from curbside and then Ketzie taught them how to create and transfer their design to the block, use the carving tool and carve out the design, and then print it – all over Zoom! Ketzie reported that although she had never done it before, it went great! She had a blast and the kids were engaged from beginning to end. They asked a ton of questions and were super positive about the experience and excited about their creations.

One of the participants, Kaia, sent us a photo of her finished artwork and even created a smaller signature block for herself. Great job Kaia!

Leti and Laura are putting the final touches on another great Zoom program – an author visit with Liz Climo on July 18 at 11:00am. Complete with a drawing demo, this visit with cartoonist, author and illustrator Liz Climo is sure be a blast!
Local History Center

Monique had a busy month with local history questions, 25 transactions, including phone and email. While most of the questions could be done remotely, Monique came into the library a few times to do further research using the Local History Center collections. Research questions include obituaries, library history, and photo resources for early landscaping in Palos Verdes Estates; photos covering all the periods of Peninsula history for an exhibit; history of a mid-century modern architect in the area; school district history; photos of landslides; and a request for a tutorial on how to use palosverdeshistory.org to find specific materials. There was also a research question that came in via a local history group Facebook page on Fulton Lane, owner of one of the early homes in Palos Verdes Estates. Research doesn't end, even during a pandemic! Thank you Monique.

Monique was contacted by a former resident who, in the 1960s, rescued one of the journals of Ford Ashman Carpenter (the meteorologist who did weather studies ca 1913) from a dumpster, and was looking to donate the treasure. He has been carrying it around since then! This led to a conversation on other possible historical records he had on the development of Portuguese Bend.

Monique also attended a local Palos Verdes Peninsula Black Lives Matter protest and captured a few images for the digital repository: https://palosverdeshistory.org/islandora/search/%22black%20lives%20matter%22?type=dismax

Monique digitized the 1924-1933 index of the Palos Verdes Bulletin to make searching for specific topics more efficient in the Bulletins. It is now online with the Palos Verdes Bulletin Collection: https://palosverdeshistory.org/islandora/object/pvld%3A4048.

Highlights for Kids and Teens

![Image of a tiger holding a book]

Imagine Your Story, the 2020 Summer Reading Program started June 1!

www.pvld.org/pvsummer

The Kids Summer Reading Program: Imagine Your Story has begun!

Kids and teens all over the Peninsula and beyond are really enjoying the new virtual Summer Reading Program – with 235 kids and 311 teens already signed up. The Young Readers Department had 23 kids request their reading patches, 80 patches have been mailed out and 8 kids have already completed the whole thing! But you know what we say - just keep reading!
For the Teens – 32 Amazon cards have been sent out, 22 teens completed 5 books, 13 completed 10 books and 6 have requested their milestone prizes for 1000!

Patrons are making use not only of the downloadable Summer Reading programs but using our online one as well with 23 kids and 28 teens signed up. The virtual storytimes have been a big hit with the 4 offerings in June earning more than 1418 views on Facebook and Instagram combined. Librarians Miss Kate Rao and Miss Katrena Woodson are knocking it out of the park!

The Summer Reading Program virtual programs are all posted online and can be viewed any time. 
Science Tellers: Return of the Ice Sorceress – live on June 15 with 75 views
Mystery Crafts- live on June 27 with 38 views
Virtual Library Scavenger Hunt - DIY hunt that can be done any time kicked off with 32 views
Thrilling Tales of the Old West - Death in the Donner Party – live on June 30

The very popular Riddle of the Week went live June 22 and we’ve had 27 responses so far. Catch our librarians sharing the riddle here: Watch the librarians share the riddles on video!

We’ve also had 8 more entries into our All Ages Community Cookbook! You can add your favorite recipe here: https://pvld.org/cookbook

As Young Readers Manager Laura Henry reports, the Young Reader book recommendations by grade are very popular for our patrons. To make sure they know about both print and eBook options by grade level, the YR team created ten new lists that give suggestions for Overdrive and Hoopla titles for each grade/age: Toddler through 8th grade. Check them out: Ebook recommendations by grade

Young Readers Librarian Emily also created a live You Tube tutorial for our online homework help service Brainfuse. It’s had 18 views so far and 2 on the Facebook platform.

Along with all other full time staff, the Young Readers librarians are taking on circulation tasks for hold pick up service. All have reported that this is a great experience and everyone certainly has a renewed appreciation for the clerks and pages!

Assistant Young Readers Manager
Marisa Perley going virtual!

←
Just a few previews of coming attractions for July – WOW!

- SRP Virtual Event: Drive In Movie At Home
- SRP Virtual Event: Tiny Foods
- SRP Virtual Event: Bubble party
- SRP Virtual Event: Funny videos
- More virtual storytimes with Marisa, Laura and Katrena

Young Readers and Teen Assistant Manager Louise Beebe didn’t want a big send off when she retired this month, but we all know how much PVLD will miss her. She served PVLD in many capacities: Young Readers Librarian, Adult Services Librarian, Young Readers Assistant Manager in charge of Teen services. Her vision as a teen services specialist and advocate brought fantastic innovations for teens at PVLD. The beautiful Teen Corner at Peninsula Center Library is the direct result of her creative vision. Louise is also responsible for a resurgence in the Peninsula Teen Advisory Council, higher participation in the teen summer reading program, and conducted high appeal (fun!) teen activities like the Harry Potter Escape Room. Have a great retirement Louise and thank you for everything you did for PVLD!

Social Media Success

The Facebook team posted 59 times, gained 14 new followers, and had 556 engagements.

The Twitter Team tweeted 41 times, gained 10 new followers, and had 122 engagements.

The Instagram Team posted 38 times, gained 41 new followers, and had 791 engagements.

One of the most popular posts on Facebook and Instagram was of Deb Ripley and the piles of library returns in quarantine!

Instagram: https://www.instagram.com/palosverdeslibrary

Facebook: https://www.facebook.com/pvlibrary

Twitter: twitter.com/pvld

Follow PVLD today!
Circulation and Library Materials

About 55% of all PVLD circulation was Young Readers and Young Adult materials this month - that’s pretty normal even in these abnormal times. As usual, Adult downloadable eBook circulation is higher than Young Readers but we are still seeing very high circulation for both downloadable youth and teen titles, even with curbside starting up this month. They are buying the highest interest eBook titles, and as soon as they are available in our online catalog, they are checked out! The Young Readers Department continues to purchase high interest print items as well with new materials arriving every week.

Adult Services resumed their regular weekly rush order of high interest book titles, and Laura I. submitted a new order for DVDs. We’ve discovered that many films went straight to streaming services during the pandemic making the choices for new feature films less than normal while TV shows are still booming. We certainly hope these new TV series offerings will bring a little relief to all our patrons staying safer at home.

A new service called “Skip the Line” from Overdrive is also working well and we will be adding one copy of a bestselling title to this collection every month. Check it out: https://pvld.overdrive.com/

Adult Service Librarian Dennis Piotrowski received, reviewed and forwarded approximately 10 patron Purchase Suggestions for new titles as well.

With older orders finally arriving and all the new materials being purchases, the Technical Services Department is back in action receiving, unpacking, processing and invoicing new material. Acquisitions Clerk David Ishizaka has his hands full as this is his first year doing end of fiscal year invoices on our new system. Thank you David!

Serials Clerk Toby Stevens worked with Leti and Lessa to review our magazines and ultimately made some substantial cuts to our collections. Unfortunately, we can no longer afford to carry the more expensive niche magazines that have limited appeal. We also dropped purchasing multiple copies of the same magazine. With all our volunteers out right now, Toby is working to get all magazines processed, shelved and old copies weeded out.

We also made the hard decision to not renew the music download database Freegal or the Academic Search Complete database this year. Again, finances require us to make some hard choices and these were expensive items with less return than expected.

Inter Library Loan Clerk Joyce Grauman is working with other libraries to get the Inter Library Loan service back up and running. This service met with disruptions to shipping and receiving caused by the pandemic and multiple library closures. The Friends of the Library have restarted their internet sales and we are pleased to see the small group of volunteers currently on-site ship out their material every day. Good job Friends!

Library Facilities

The elevator #4 modernization project at the Peninsula Center Library is still moving forward, albeit slowly. Our vendor Red Hawk has not been able to procure the materials needed to start our full Fire
Life and Safety system replacement and this has held up the inspection and permitting of the elevator. To help us out, Red Hawk has installed a temporary fire panel in the circulation area that will service the new elevator equipment. They are working with Honeywell to get our old system to talk to the new temporary system as a bridge until we can complete the project. Once the programming is done, Facilities Manager Daniel Gutierrez will be able to call for an inspection and complete this long awaited project.

A small leak from our HVAC system caused damage to the conference table in the Peninsula Center Library, requiring it to be refinished. It was a project the Facilities team had planned to do anyway so thankfully it didn’t cause too much disruption.

As part of our health and safety roll out, the Facilities team built demos of sneeze guards that will be installed throughout the library at the public service desks. Staff had the opportunity to inspect them and offer suggestions but overall were thrilled with the product. Being able to build them in-house is going to save us a good amount of money and allow us to customize them to fit each space.

Information Technology Manager Laszlo Latkoczy completed the Audio/Visual project in the Malaga Cove Library Gallery in June. Funded by the Friends of the Library, this new system brought a wonderful new projector and sound system to the gallery. Thank you Friends and thank you Laz!

Information Technology and Library Website

IT Administrator Brett LaForrest spent some time working on server updates and started devising a plan to backup to tape for off-site and air-gapped backups while John installed a JustCall remote call in service for reference staff, completed software updates on the Vipre system and Windows desktops and set up a new docking system for Deputy Director Roy. Brett and John also installed a new self-service software app that assists staff in password resets. Unfortunately, staff forget their passwords too!
Since so much of what the library does now is on line, a few people have all chipped in to make sure our webpage is up to date and includes all the new exciting stuff we are offering. In the Young Readers Department, Katrena and Emily have been checking and updating links, adding slides for new programs, creating carousels for new material displays, and adding book lists for our patrons. Emily also updates our Riddle of the Week and keeps an eye on the online Summer Reading software Beanstack. Megan is our web master for the teen page and is keeping that spick and span as well.

Administration and Finance

Our furloughed staff have continued to receive support from Human Resources with in person/phone meetings throughout the month.

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

- All June/July events were cancelled or postponed.
- Most groups are opting to roll their credit to future events and we have issued 108 credits to date ($8,145.00). Brenda is working with these groups to reschedule many meetings/book future meetings for 2021.
- To date we have refunded 42 reservations at $8,913.00 (this includes a few large parties/events scheduled for 2020). As the library closure continues some groups that initially opted to hold a credit with the library for future meetings have now opted for a refund for cancelled events.

Brenda and Human Resources Manager Sarah Udin have drafted a plan for the phased return of passports once the library can physically allow patrons back in. For the safety of our passport agents and our patrons this service will return in a modified form with limited services until it is safe to return to our full service model. No reopen date has been set yet.

Brenda and Sarah, and all Administration and Finance staff, have been working circulation shifts to support the holds pick up and curbside service. Finance Manager Will Liu has been out shelving picture books, Payroll and Benefits Analyst Jennifer Valladeras was working the drive up check out and Senior Accountant Panhchapoa Phay was empting the book drops! Way to go team!

Staff Training

Staff in all departments have been participating in continued education in various forms, from webinars to virtual conferences. June saw the American Library Association presenting its first ever fully virtual conference and many of our staff attended. Lessa commented that she is glad all the sessions were archived for viewing all year long – there was too much for only three days! We were also thrilled to see key notes speakers Stacey Abrams, Misty Copeland, Matthew Cordell, Sonia Manzano and Sophia Thakur. What a great conference!
Laura I. attended a Rural Libraries Networking Conversation Zoom meeting. There was lots of great information about how to keep serving communities in the midst of Covid-19 by thinking out of the box. Monique attended the ACRL/RBMS “Building and Managing Primary Source Instruction Programs: Strategies and Tools” webinar. A surprising outcome was getting ALA’s “best practices” on conducting Zoom meetings, a great tip sheet to holding Zoom meetings.

Emily attended School Library Journal’s Day of Dialog; Laura participated in several Summer at Your Library Networking Conversations and Marisa attended a middle-grade author panel presented by Booklist featuring Renée Watson, Jake Burt, Tony DiTerlizzi and Kelly J. Baptist (Booklist)

These are just SOME of the trainings and workshops attended!

And finally, PVLD wants to congratulate Lessa Pelayo-Lozada for completing her three year term on the American Library Association Executive Board and her work in championing for diversity, equity of access and social responsibility in our field. Thank you Lessa – we’re so glad to have you at PVLD!

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 ~