May was a month of planning and preparation. Deputy Director Ryan Roy took the lead on creating two very important documents – our Plan for Reopening PVLD with accompanying Reopening Task List. The first draft was completed early in the month and our dedicated full time staff spent the following two weeks editing and refining the plan. These documents have been the blueprint for a phased return of in-person services to the public. The library officially entered Phase Two of our plan the week of May 10th, which allowed for select full time staff to return to work to prepare the facilities for the resumption of specific services, primarily curbside hold pick-ups and the reopening of exterior book drops.

With all full time staff rotating through a week long furlough during the month, there was a little scrambling as each manager completed their department’s sections. It didn’t help that we adjusted our overall plan in the middle of the month causing a complete shift in priorities! Facilities Manager Daniel Gutierrez, Assistant Facilities Manager Vanessa Woods, Human Resources Manager Sarah Udin, and Circulation Manager Ketzie Diaz and I walked the main floor of the Peninsula Center Library to evaluate what re-opening might look like and decided to push curbside service up almost three weeks. Ketzie had already created her circulation plan for reopening and shifted quickly to accommodate the new priorities, spending the next two weeks working on procedures and schedules so curbside service could be offered in a safe and organized way keeping physical distancing and proper safety measures in mind. Daniel and I walked the Miraleste and Malaga Cove libraries with Branch Manager Eve Wittenmyer to establish a set up for each branch there as well and Eve worked with Ketzie to coordinate the staffing levels needed for each branch.

Getting prepared for curbside was a multipronged process. First we had to clean up the shelves that had been sitting for the past two months. All items were checked in, old hold items were removed, all shelving was completed, magazines and newspapers accounted for and the circulation areas cleaned and prepped. Network Systems Administrator Brett LaForest installed a new access point on the fourth floor of the Peninsula Center Library and Network Systems Administrator John Jakobsen worked to create three mobile work stations for the project. We had to create procedures for physically interacting with patrons, guidelines for quarantining and cleaning returned materials and scripts to rewrite old procedures to fit our new service. We turned the place holds feature back on for patrons to place new holds and we notified patrons with a mass email blast that the new curbside service was
starting. Digital Services Manager David Campbell created a newsletter and updated the website with all the new information.

The day after the announcement there was over 1000 holds placed on materials at the Peninsula Center Library and 600 holds between the branches! Wow!

With all part time staff still on furlough, full time staff stepped in and took care of prepping us for curbside service. Senior Desk Clerk Christian Gherke and Circulation Clerk Guillermo Espinoza reported back to work, librarians who had been working safely at home were now out on the floor shelving and pulling holds, and when we started the new service on June 2 – everyone pitched in to work and assist with curbside hold pickup. I can’t thank the team enough for their dedication, their willingness to step up and get done what had to be done and for their commitment to providing this great service to our community!

The numbers showed how much our patrons were missing their library items! And this is just the first four days of the new curbside pickup!

**Peninsula Center Library** – 454 patrons – 1661 items checked out  
**Miraleste Library** – 61 patrons – 178 items checked out  
**Malaga Cove Library** – 49 patrons – 152 items checked out

1991 items checked out at all branches in 48 hours of service.

We’ve gotten nothing but great response so far!

“I just wanted to say thank you for getting curbside pickup going. When we got home and looked through the books, my youngest let out a huge sigh and said, "We are rich!"

“One of my friends said that her daughter was nearly moved to tears to have books again.”
We were also pleased to have RPVtv stop by all branches on the first day of service to interview me and a few of our patrons. They did a wonderful segment that can be seen here: https://www.youtube.com/watch?v=AK302MFiLIM&feature=youtu.be

Perhaps “patio” service is a better term at Malaga Cove?
Just lovely!

Christian working the walk up service at the Malaga Cove Library.

Perhaps “patio” service is a better term at Malaga Cove?
Just lovely!

The Miraleste Library’s front door set up worked great.
Librarian Megan Durazo helped out a patron happy to get her new book!

We were also pleased to have RPVtv stop by all branches on the first day of service to interview me and a few of our patrons. They did a wonderful segment that can be seen here: https://www.youtube.com/watch?v=AK302MFiLIM&feature=youtu.be
May was also a nationally impactful month with the killing of George Floyd by police in Minneapolis prompting protests, civil unrest and powerful activism throughout the country and around the world. I was honored to work with members of the amazing PVLD staff to craft a statement on the library’s support for Black lives, and our commitment to dismantling racism and creating an equitable society. We created a page dedicated to our ongoing work, including the work being done by our Creating Racial Equity and Inclusion (CREI) team, and we plan on updating this new page often. PVLD invites the community to work with us to educate ourselves on racism by visiting one of the many links on our site featuring books, movies, podcasts, TEDtalks, and more. Please visit our site and read our statement here: [https://pvld.org/racialequity](https://pvld.org/racialequity)

Providing Library Services – Virtually!

The library continued to provide a variety of great programming options in May. The first virtual book club combining all four of our PVLD books clubs was held May 5 with 20 people attending via Zoom. Adult Services Librarian Deb Ripley led and Adult Services Assistant Manager Lessa Pelayo-Lozada co-hosted and provided technical support for the meeting as the participants discussed what they had been reading the previous month. After the meeting Deb provided a short tutorial on using Overdrive and Libby.

Lessa curated and Technical Services Clerks Joyce Grauman and Adan Beccera mailed out 15 books to 6 patrons for our Books by Mail service. They are exploring the best way to expand the service and applications under the current qualifications (homebound with no aid to pick up materials) will reopen on Monday, June 8th. Lessa will be ordering more bags to accommodate new participants.

To assist patrons with the many new Zoom meetings being held, Lessa created, and Deb edited, a script as well as tips and tricks to hosting Zoom programs.

John assisted the Adult Services team by setting up a new service called “JustCall” which allows patrons to know it’s the library calling them without sharing our librarian’s personal phone numbers. Prior to this new service, when the librarians would call back a patron, it would often display as “unknown caller” and who answers those? With 50+ calls coming in, it’s nice that our patrons know it’s us calling. The librarians have helped patrons with accessing ebooks, called back with information on spelling, answered a number of questions about the new curbside service and placed many holds – all by phone!
John and Adult Services Librarian Archivist Monique Sugimoto even updated the phone messaging remotely, adding information about our new curbside service.

(Not) An Art Show:
An Opposite Themed Advanced Photography Show

The Palos Verdes Library was pleased to host the Palos Verdes High School Advanced Photography Show for a brief period in March 2020. Unfortunately, due to COVID-19 and the library's closure, the PVHS students were unable to share their physical artwork with the community but they have come together to share it virtually. PVLD's Art In our Library program worked with the students to create a new portal where their work can be viewed online! Digital Services Librarians David Campbell and Erik Adams worked with Lessa on the creation of this new page: https://www.pvld.org/pvhsvirtualartshow

Adult Services Librarian Dennis Piotrowski created a video tutorial highlighting the library’s Daily Breeze newspaper database. Patrons can access this database remotely without having to personally subscribe, allowing them to stay apprised of local events and search local news for free, from 1984 to the present. The Breeze has many of their articles on the internet, however, there is a paywall with a limited number of full text articles available to the public. Our database is a way to bypass this that relatively few patrons know about. Many thanks to Lessa and Young Readers Librarian Emily Ohara for helping out!

The libraries may be closed but Summer Reading is ON!

Adult Services Librarian Laura Ishizaka created a comprehensive online site featuring information on all Summer Reading Programs, including how to participate, programs and events being offered, and how you might win a raffle prize! Check out all our Summer Reading Programs here: www.pvld.org/pvsummer

Lessa built the Adult Summer Reading page and updated the Young Readers and Summer Reading Program welcome pages.

Laura and Deb worked on creating and finalizing SRP programming for adults including book club, trivia night, film fest, and paint night with special help from Ketzie. Leti has booked a virtual author talk and drawing workshop with animator and author Liz Climo in July- just one of the many great programs coming this summer!
Monique is working with the Institute of Museums and Library Services to bring our local “Your Story is the Peninsula’s Story” project to a new cohort of librarians across the country as part of their Accelerating Promising Practices Community Memory project. It’s truly inspiring to see how far Monique’s program has reached!

Digital scans of “Palos Verdes Project General Publicity Scrapbook December 1928 - August 1931” and “Palos Verdes Project Advertisement Scrapbook June 1926 - January 7, 1927” were uploaded as part of a California Revealed project with the California State Library. Deb, Leti and Monique are now doing a quality control review of the results.

Monique continued to add submissions made to the Your Story is the Peninsula’s Story online project. That can be found here: [https://palosverdeshistory.org/islandora/object/pvld:4256](https://palosverdeshistory.org/islandora/object/pvld:4256)

There are now over 70 submissions and one of the latest includes a “Pandemic Haiku” thread from community member, Diana Brunson. All community members are encouraged to submit their “pandemic” related stories to the project. The Local History Center also encourages submissions documenting a concurrent historic event: the protests and reactions in response to the tragic killing of Minnesota community member, George Floyd.

As part of the Local History Center’s involvement with the online resource Calisphere, Monique attended a meeting with the California Digital Library to learn about ways to improve access to Calisphere for public library audiences. She also fielded a number of reference requests on local history including: original Olmsted plans for the peninsula; history of the Palos Verdes Peninsula Unified School District; and locating extant copies of a newsletter (ca 1937) for a PV surfers club.

Monique continues to be part of “Project Bubbles”, an effort by community members to refurbish Bubbles the whale and install it at the Point Vicente Interpretive Center. Due to the pandemic, the project has been pushed back a bit, but a “for sale” notice for Bubbles on Facebook created a stir, until the City of Rancho Palos Verdes clarified that Bubbles is NOT for sale.
Highlights for Kids and Teens

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

www.pvld.org/pvsummer

PVLD is going full tilt this summer with our all new patches and an easy, convenient and fun way to participate. Kids can complete any reading activity from a list of 15 choices and do them as many times as they like this year. As always, we are offering a bunch of ideas for reading for pleasure, and since we’re not sure if the library will be physically open for picking up logs, the logs are all downloadable. For the first time ever, we are mailing the patches out and hope everyone will get a kick out of watching the mailbox for their new patches!

Due to the COVID-19 pandemic, we have had to change plans for some event programs, but we are psyched that we can offer some neat things online. Three of our performers have added virtual programming to their repertoire and the Young Readers librarians themselves have some fun virtual programs up their sleeves. Most of the programs will be pre-recorded and accessible on Facebook and YouTube. Keep an eye out for scavenger hunts, virtual drive in movies and Funniest Video contests!

The Riddle of the Week is back too! Kids will send in their answers through an online form and anyone who solves at least 6 of the 8 riddles will receive a bonus patch!

Information on PVLD’s Summer Reading can also be found on many of the Palos Verdes Unified School District websites. Big thank you to Peninsula High and Soleado Elementary for featuring and supporting our program!

There is plenty for our teens this summer as well. Young Adults Assistant Manager and Teen Librarian Louise Beebe and Teen Librarian Megan Durazo have kept the Teen Summer Reading Program a classic - a downloadable log makes it easy to track the number of books teens read. Participants can earn a $5 Amazon gift card for reading up to 10 books. Teen Services partnered with Ketzie to create an online Block Printing Party that should be a lot of fun!

Teens are also encouraged to “tell their own story” by submitting writing and art work and are going to love the weekly Character Guessing Game, a fun and challenging way to earn entries into the Young Adult’s End of the Summer raffles.
Assistant Young Readers Manager Marisa Perley is working with Deb and programming team members to create an all new component of the District’s Summer reading Program - an all ages Community Cookbook! PVLD is inviting families to share their favorite recipes and we’ve already had one 6th grader share her smoothie recipe. Yum! To participate, click this link, and fill in the online form - Community Cookbook - and your recipe will be added!

Young Readers Librarians Kate Rao and Katrena Woodson’s pre-recorded storytimes are a big hit with our patrons! Kate’s *I’m Ready for a Party* flannelboard based on the Mo Willems story was funny and showed off her artistic side. Katrena’s reading of David LaRochelle’s *It’s a Tiger* made me laugh out loud! If these comments on Facebook are any indication, the kids and adults are all really loving them!

*~ Thank you so much!! My girls loved it!! ~

*~ Wow!! It is so nice to see you! We miss you! ~

*~ We love these video gems! ~

хож Miss Katrena doing her thing!

We post our storytimes on both Facebook and Instagram and it can be a little tricky to track statistics – patrons may not watch the whole thing or they may watch it several times! But the numbers show we are certainly offering the community something they find useful and enjoy!

**May Virtual Storytimes**

Four individual sessions with 819 total views.
Facebook views: 819
Instagram views: 86

Storytimes posted in April and viewed in May – 116 views!

The CA State Library and the California Library Association partners to provide libraries with a 3 year subscription to Beanstack, an online tool for providing summer reading programs. This was great news as we had used Beanstack for several years and really liked it, but after evaluating use vs. cost, we reluctantly decided to drop it. The Young Readers team jumped to work and created the Kids and Teen Summer Reading program almost all over again. They mirrored the print versions and now patrons are able to choose which fits their needs better.

In response to the COVID-19 pandemic, the CA State Library offered funds to libraries for collection development called Crisis Collection Funding. The Young Readers department put those funds to good use and increased their eBook collection. It allowed them to add more expensive and very high interest titles such as the picture books by Jory John. Every one of those titles are now checked out and have waiting lists!
Young Readers Librarian and School Outreach Coordinator Michael Barb provided a new service for school age kids that combines booktalking and information literacy. He recorded a delightful talk on *Bad News for Outlaws*, an excellent biography about Bass Reeves, and in that same recording, walked viewers through the process of downloading it immediately through Hoopla.

Michael planned on this being the first in a series of talks called Thrilling Tales of the Wild West, and number of views seem to indicate it will be a big success! He received 135 views on Facebook and 19 on YouTube for a total of 154.

Young Readers Librarian Emily Ohara created a catchy and popular tutorial for the most heavily used Young Readers online resource: Brainfuse. The tutorial demonstrates how to access this super valuable resource, and points out features many users are not likely to be aware of. A total of 114 patrons checked it out. Emily also stepped in to update the Young Readers webpage and has been doing a fantastic job. Nice work Emily!

There wasn’t much opportunity for outreach with all schools closed, but Dapplegray Elementary had a fantastic idea: turn their annual Arts Alive festival into a virtual event. It worked great! Young Readers Manager Laura Henry reported she was thrilled to be part of this awesome endeavor! She created a video of how to do storytelling, complete with opportunities for the kids to try fun storytelling along with her and had over 50 views on YouTube.

Laura also reported that although the department has received few calls and emails, the questions they did have were rather delightful, especially the lady who wanted gift ideas for her 4 year old granddaughter who can already read! Laura handled a request from a teacher who needed lesson plan ideas - for 26 weeks! She loved Teachingbooks.net and some of the reference resources like World Book, which has a great “For Teachers” module. With parents teaching from home, I’m thrilled we have resources they can use to make it just a little bit easier. Below is Mrs. Henry and her friends!
Social Media Success

With almost all out service being offered virtually, the social media team has been working non-stop. When curbside serve was announced they worked closely with Digital Services to coordinate messaging and ensure patrons knew what to do and what health and safety measure needed to be taken.

The Facebook team gained 20 new followers, posted 62 times, and had 759 engagements. The most popular post of the month was a joke of the day sent by a patron, followed closely by the announcement of curbside service and a call to action quote by Audre Lorde.

The Twitter Team tweeted 44 times, gained 8 new followers, and had 179 engagements. Twitter continues to be a great combo of sharing community resources and original PVLD content. The most popular post was about how to get a library card online-- with a big thank you from a satisfied patron. A post about Star Wars day got a lot of attention as well.

Paton Comment:

“Thanks for the access to eBooks! Helps to keep our minds busy with great literature!”

We agree!
The Instagram Team posted 40 times, gained 25 new followers, and had 946 engagements. The most popular posts were about curbside service, Asian Pacific American History Month, and an inspirational quote from Frida Kahlo.

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

Circulation and Library Materials

Circulation’s focus this month was preparing for curbside hold pickup and planning for the reopening of the book drops. It was a big task and detailed further earlier in the report. Simply opening the book drops took a lot of organization and planning as all materials must be quarantined and disinfected prior to being checked in and shelved. Kudos to Ketzie who led the planning process. Patrons were still clambering for library cards too!

<table>
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<tr>
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<td>168</td>
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<tr>
<td>New Resident Cards</td>
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<td>New Adult Cards</td>
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<tr>
<td>New Child Cards</td>
<td>21</td>
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Dennis received, reviewed and distributed approximately 30 Patron Purchase Suggestions and Lessa went through the list of high volume holds and NYT/LA Times bestsellers and created a new order list for adult titles. This was a weekly task that went on hiatus when the libraries closed and it is now
resuming. Our goal is to continue purchasing high interest items though our regular book vendor while also carefully evaluating our ever more popular eBook collection. The latest figures from Overdrive show that in February 2020, Young Readers and Young Adult eBook circulation was 25% of the total eBook circulation while in May it was 40%. That is a big increase and we plan on continuing to build this collection to meet patron demand.

Technical Services Manager Mary Kocman is working closely with our book vendors to establish a plan for resuming book shipments to the library. When COVID-19 hit hard, the book vendors shut down as well and all shipment stopped. We are now in the process of starting those back up, keeping in mind safety and cleaning procedures there as well. Acquisitions Clerk David Ishizaka has been back to the library receiving and processing billing for new books and we are starting to see new titles in the catalog. We hope our patrons will be patient with us as we work to process the many more items that are coming!

Library Facilities

Facilities Manager Daniel Gutierrez and his team spent most of their time this month getting everything ready for our curbside openings in June. The Facilities staff has been helping with workflow design and safety, procuring the proper PPE (personal protective equipment) for staff and helping to set up the hold pick-up stations.

The elevator #4 Modernization project is 90% completed. Vendor Next Level is done with their end of the project but ADT/Redhawk have been having issues procuring the materials needed to finish. At this time we are waiting for materials so we can complete the last few elements before calling for inspection and getting the lift certified and permitted for use.

This has been a long project and I look forward to it’s completion. We will finally have an elevator from the main floor of the library to the mezzanine!

On to a particularly unfortunate and now frustrating incident, the Annex Water damage. After working his way up the chain to the owner’s representative, the property management company has stopped responding to Daniel’s calls, voicemails and emails. We have stopped paying rent on the space but need to have an ongoing discussion with the landlord about damages. Everything of value that could be saved has been removed and now the space sits, half empty and unusable. Daniel is still pushing for response and if he does not hear anything in the next few days, will physically go to their offices in Downtown Los Angeles to push the matter. Reopening the Annex during a pandemic was always going to be a challenge, but we hope to settle the matter of this physical location as soon as possible.
Information Technology and Library Website

Information Technology Manager Laszlo Latkoczy scoped out a new laptop for Ryan in order for Ryan to do more effective work from home during the pandemic. The laptop was ordered, received (Laszlo drove to Cerritos to the reseller to pick it up), configured by John and given to Ryan in May. Finally, a docking station was ordered and received for Ryan, and will be set up in June. Laszlo also worked with the Peninsula Friends of the Library on replacing the book sale room desktop – which happens to be the oldest working desktop in the District! The PFL will be talking about what their options are for replacement and working with Laszlo to make it happen.

Brett upgraded the firewall to the latest release, Upgraded PRTG to the latest version, and did routine server updates. In collaboration with Adult Services & Circulation, John organized and recorded a new curbside main phone line message, set up the JustCall Remote Calling System for librarians, modified the sticky hold slips to save paper during the curbside service and completed updates on the credit card terminals.

Google released a new Google Chat standalone app for a faster and more secure experience so the Digital Services team made modifications to configurations and pushed it out to all staff via policy on May 28. The main benefits are that Chrome automatically updates the software, there’s better loading performance, and it is supported across OS platforms - nice for people who are working from home during a pandemic.

Administration and Finance

Finance Manager Will Liu presented the first reading of our budget to the Library Trustees in May. Although currently showing a deficit budget, Will and I are confident once our final LA County property tax numbers come in and we adjust and reallocate money where possible, we will be presenting a balanced budget to the Board in June. Even with a balanced budget, we will be facing unfunded capital projects and an ever growing unfunded pension liability that will take serious thought and planning to appropriately address. To this end, the Board of Library Trustees agreed to create an ad-hoc budget committee that will focus on developing creative solutions to these problems and on formulating a strong financial plan for the District. I’m pleased to say that Trustee Bob Parke and Trustee Kingston Wong will be on that committee with me and Finance Manager Liu. I look forward to doing some great brainstorming together!

Administration has continued to work with meeting room reservations for May, June and other 2020 months to coordinate cancelations due to the library closure and overall organization and event postponement. To date 56 events were cancelled/postponed in May and 24 events have been cancelled/postponed in June (so far). Luckily, we’ve been able to reschedule or credit most meeting room rentals or events. We’ve refunded 27 reservations for a total of $6,083.00. 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. A few patrons have also donated their meeting room reservation fees back to the library.
We are doing our best to work with all patrons to reschedule, book future dates, and keep upcoming reservations up to date with the status of their meeting room rentals. We appreciate our patron’s patience and understanding as we move through this process.

We are also working on how to safely bring back services such as processing passports applications and test proctoring and Human Resources Manager Sarah Udin is working with Senior Admin Assistant and Passport Supervisor Brenda Sibert on what that might look like. Not only would we be bringing back a much needed service, it’s one that generates internal income for the library, something we could dearly use.

More and more staff are starting to physically come back to work, mostly to work shifts relating to curbside service and materials acquisition. As they do we’ve had ongoing conversations about best safety practices, overall safety measures, personal protective equipment and keeping physically distant when possible. It’s hard when working curbside service, but everyone is encouraged to do the best they can and have been provided with gloves, hand sanitizer and spray disinfectant.

As you can see, the staff of the Palos Verdes Library District was as busy as ever! We are so thankful to be able to provide the new curbside service and are actively looking at what reopening our libraries might look like. I want to thank our community for their support and patience as we figure this all out! We miss you!

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 ~