“When will the library be open?” whenever I hear this I say... library services ARE open! Our entire collection is available for pickup at our curbside and walk up tables, including all books, magazines, DVDs and music CDs. You can send us a document and we’ll print it for you; we have voter guides and DMV booklets available at all branches; we’re answering reference and circulation questions by phone daily; and you can apply for a library card from the comfort of your own home through our website. Patrons can download books, audiobooks, magazines, comics, music, feature films and television shows from our many streaming services or watch our very own librarians deliver exceptional storytimes and book recommendations on YouTube and through our social media platforms. We also offer the We Browse for You service where librarians will browse the shelves and pick out a whole selection of great new titles just for you.

All of that being said, what many of our patrons want, and do not have, is access to the interior library space and that is because we are doing all we can to protect the health and wellbeing of our entire community. In mid October, new guidelines were released from the Los Angeles Department of Public Health outlining required restrictions for libraries that choose to offer in-person services. These guidelines are consistent with the safety protocols already in place at PVLD as part of our plan to open interior services. The question remains, however, as to when we should open the interior of our facilities. The library’s Reopening Plan established a guiding principle that the safety of staff and the public is paramount. In keeping with this principle, the consensus of the management team and the various internal library committees is that our date of reopening would be triggered by a safety-based metric -- specifically, a reduction in the COVID-19 risk level, as defined by the State of California’s Blueprint for a Safer Economy. In effect, this would mean that the library would open its interior services when the “adjusted new case rate” for COVID-19 drops low enough to move from the “Widespread” Purple Tier to the “Substantial” Red Tier. Even that move to interior operations will be a gradual process and not a quick return to a previous “normal.”

All of these safety measures are designed to keep our community members, our volunteers and our staff as safe as possible. We are all very mindful of the challenges this pandemic has caused and are
doing everything we can to provide a full array of services to the community through online, rooftop and walkup services.

We all are looking forward to the day that we are able to safely open the doors to our beautiful buildings and welcome our patrons back inside. In the meantime, please continue to check our website at www.pvld.org for more information and updates on current services.

Enhancing Curbside

Extended Hours at all branches starting November 3!

To give our patrons even more access to library materials, we have extended the hours of our curbside service by 4 hours every week. The new curbside hold pick-up hours are Tuesday and Thursday 10am - 4pm, Wednesday and Saturday 10am - 2pm. Digital Services Librarian Erik Adams created a quick reference service status dashboard showing exactly what services are available that can be sorted by availability or alphabetically and are linked to their corresponding landing page. Check it out here: https://www.pvld.org/services/status

Curbside by the numbers:

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Library Card Applications</td>
<td>240</td>
</tr>
<tr>
<td>New Library Cards Created</td>
<td>184</td>
</tr>
<tr>
<td>New Resident Library Cards</td>
<td>112</td>
</tr>
<tr>
<td>New Non-resident Library Cards</td>
<td>72</td>
</tr>
<tr>
<td>New Adult Cards</td>
<td>150</td>
</tr>
<tr>
<td>New Children’s Cards</td>
<td>34</td>
</tr>
<tr>
<td>Holds Requested</td>
<td>10,129</td>
</tr>
<tr>
<td>Curbside Patrons</td>
<td>3,758</td>
</tr>
<tr>
<td>Curbside Checkouts</td>
<td>13,026</td>
</tr>
<tr>
<td>Circulation</td>
<td>27,054</td>
</tr>
<tr>
<td>Print Jobs</td>
<td>0</td>
</tr>
<tr>
<td>Mobile Equipment Checkouts</td>
<td>21</td>
</tr>
</tbody>
</table>

After receiving feedback from our patrons, we also made the change to raise the number of holds patrons are allowed to place from 20 to 30. With more holds available to them, patrons can select and pick up more items at a single time. Total checkout is still at 100 items – something many of our patrons can’t believe! We’re doing all that we can to make it as easy and accessible for our community to get the materials they want and this is one more way to achieve that.
Patrons have always come to the library for helpful informational materials and still do, picking up voting materials and DMV booklets through curbside. Adult Services Assistant Manager Lessa Pelayo-Lozada created a Peninsula Election information sheet for patrons highlighting ballot drop boxes and vote centers on the Peninsula. This was especially helpful since the library was not a voting location this year. Circulation Clerk Susan Deo has kept all the DMV booklets up to date and well stocked as well.

The *We Browse for You* service continues to be a popular new service for families. In October, 35 *We Browse for You* requests were filled for Young Reader (YR) and Young Adult (YA) patrons. Young Adult Librarian Megan Durazo filled several YA requests, including books for a teen who wanted something, “Bone chilling! Something that will leave the reader guessing what is to come....” Young Readers Manager Laura Henry reported her team pulled nearly 300 books for the *We Browse for You* requests for toddlers right up through high school students. Although adults don’t use the service quite as much, at least 5 requests were filled by the Adult Services Librarians and response at the Miraleste Library has been very positive.

PVLD sent out over 1000 postcards to patrons in our database who do not have an email address on file in order to ensure ALL patrons know about curbside holds pick-up and all of the services that were available to them. We saw an immediate uptick in hold pick-up, especially with seniors, stopping by for the first time and sharing how thrilled they were with the service.

Circulation Manager Ketzie Diaz pulled statistics from the start of curbside service in June to the end of October and the numbers are very impressive. The PVLD staff have been truly amazing during this very tough and hectic period. Every day they amaze me with their dedication to this community, their ability to think creatively, adjust service providing methods and step up and support each other on a daily basis. Thank you PVLD staff – you guys rock!

<table>
<thead>
<tr>
<th>New Library Card Applications</th>
<th>1,148</th>
<th>New Children’s Cards</th>
<th>178</th>
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</thead>
<tbody>
<tr>
<td>New Library Cards Created</td>
<td>945</td>
<td>New Adult Cards</td>
<td>767</td>
</tr>
<tr>
<td>New Resident Library Cards</td>
<td>554</td>
<td>New Non-Resident Cards</td>
<td>391</td>
</tr>
<tr>
<td>Holds Pulled</td>
<td>52,458</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Curbside Patrons PC</td>
<td>12,881</td>
<td>Curbside Checkouts PC</td>
<td>43,706</td>
</tr>
<tr>
<td>Curbside Patron MC</td>
<td>1,516</td>
<td>Curbside Checkouts MC</td>
<td>5,958</td>
</tr>
<tr>
<td>Curbside Patrons MIR</td>
<td>2,454</td>
<td>Curbside Checkout MIR</td>
<td>8,141</td>
</tr>
<tr>
<td>TOTAL</td>
<td>16,851</td>
<td>TOTAL</td>
<td>57,805</td>
</tr>
</tbody>
</table>
Racial Equity

The library’s BUILD team continues to engage the staff in conversations, exploring a different topic or concept each month around equity, diversity, and inclusion. Every month we will be exploring vocabulary and why it’s so important to define terms so staff can have a shared vocabulary. The term bias, for example. There is explicit, obvious to all, biases for or against something and then there is the implicit or unconscious bias that influences our choices and interpretation of facts and situations, but that we don’t notice. This is personal bias. Institutional bias can be explicit, as in “the Library District does not allow…” and it can also be implicit. I believe that is an issue we are trying to acknowledge and address; that implicit bias exists in individuals whether we realize it or not, and in our system itself. Racism too, is both personal and institutional. It does not mean that we are a racist institution, it means that in the 21st century, as we seek to be both diverse and inclusive, we must look honestly at the past and current practices of our district which may unconsciously, and systematically, discriminate against our colleagues of color.

The BUILD team has been instrumental in creating opportunities for staff to share their experiences and in December will feature their first community Conversation Starter, Let’s Talk About Race with Marymount California University professor Carlos Royal. Coordinated by Lessa and Human Resources Manager Sarah Udin, it should be an excellent conversation. Register here: https://pvld.org/virtual

Check out more at our Racial Equity page: https://pvld.org/racialequity.

Programming and More....

Adult Services Manager Leti Polizzi and Adult Services Librarian Deb Ripley hosted author Madeline Miller for an audience of over 50 patrons. The author of Circe and Song of Achilles gave a fabulous presentation receiving nothing but rave reviews, with one patron commenting:

“Excellent choice of books and the author was fascinating. Selected questions were carefully chosen and well answered. Thank you PVLD for this excellent presentation.”
Author and food historian Richard Foss gave a lively and fun lecture on the history of alcohol in Los Angeles for 46 folks at his talk, *Imbibing LA*. Starting with the Tongva and other local tribes historic use of alcohol, moving through prohibition and up through today’s space age experimentations on aging liquor over days rather than years, one hour was too short for all the questions and conversations that arose! Patrons stuck around for another 20 minutes to hear more from Lessa and Richard. Patrons emailed their excitement and gratefulness before the program survey could even hit their inboxes:

“That webinar with Richard was just fantastic. Totally made my day. He was just the perfect person to talk about the history of drinking in L.A. and I learned a lot. I used to give tours downtown for the Los Angeles Conservancy a million years ago, but I never knew any of the history he shared. What a lively peek into the past to distract us all from these dreary days!”

“Your host Lessa was great. The speaker was knowledgeable and entertaining too. Overall it was a very enjoyable program.”

Great job Lessa and Richard!

The monthly virtual Book Club welcomed 16 patrons for a lively discussion about banned and challenged books; and the Film Discussion group discussed the 1953 Japanese film *Ugetsu*. Attendees screened the film prior to meeting by accessing Kanopy free online with their library card at home.

Lessa sent 12 patrons 26 books though the Books by Mail service. The mail system slowed down again in October causing delivery delays so Lessa adjusted and began sending additional books before the first batch was even returned. This ensured our seniors didn’t go too long without new reading material. The library’s annual *Art in Our Library* show continues! The call for entries went out and has already been answered by over 50 community artists. Lessa is very excited to share our Virtual Community Art Show in mid-November so please, keep an eye out for the exhibit.

For the second year in a row, Lessa judged the photography portion of Cornerstone Elementary School’s Reflections Contest and remarked again on how talented the students in our community truly are. Great work everyone.

Deb put together a month-long set of programs for PVLD Writing Month in November, called PVLDWriMo, and there will be multiple events and opportunities for new and seasoned authors to contribute and share their work. Check it out: [pvld.org/pvldwrimo](http://pvld.org/pvldwrimo).

Lessa updated the [Explore and More](http://pvld.org/exploreandmore) resources webpage with new book festivals, free streaming musicals, and more. Adult Service librarians also answered 344 reference calls and welcomes anyone with a question to give them a ring! *Be sure to leave a message and someone will call you back.*
Local History Center

Adult Services Librarian and Archivist Monique Sugimoto participated in the 15th annual Los Angeles as Subject Archives Bazaar. The virtual event featured the theme “When I Think of Home” and the exhibit can be viewed here: https://scalar.usc.edu/works/when-i-think-of-home/index.

Monique produced two more episodes of her very popular series, Pedal PV including the history of peacocks on the Peninsula and the story of the Rancho Palos Verdes City Hall site, a former Nike (and WWII military) site. Monique’s videos were our most popular Facebook posts and garnered comments on You Tube like “My grandpa helped design the Nike missiles” and “Fantastic Video! Can’t wait for more.” Watch them all on the PVLD You Tube channel: https://www.youtube.com/user/pvld.

A few of the reference questions to the Local History Center included getting requirements and records to file for dual American and Italian citizenship; obituary and family history queries; Japanese agriculture on the Peninsula prior to WWII and copyright and use of photographs in exhibits. There are always fascinating things going on at our Local History Center!

Monique also gave a wonderful interview to the American Libraries magazine for an article featuring her Your Story is the Peninsula’s Story project on gathering COVID stories to document history in the making https://americanlibrariesmagazine.org/2020/11/02/collecting-coronavirus-stories/

Highlights for Kids and Teens

Young Adult author Mathieu Cailler led a wonderful YA Author Workshop where he guided 18 teens through writing exercises and discussed strategies for developing plot, characters, and more. Megan reported the teens had a great time and learned a lot. Attendance at the Peninsula Teen Advisory Council was 16 teens and they have an assortment of great programs planned in the months to come.

Young Readers Manager Laura Henry, School Outreach Librarian Michael Barb and Megan conducted several live class visits using Zoom Webinar. In three separate sessions, each lasting an entire class period, they demonstrated how to get a library card, place holds, download ebooks and use PVLD research sources. They reached over 200 6th graders in these sessions and the students showed their interest by asking excellent questions. All the teachers were very supportive and pointed out what a
The library is a great resource, especially now. Thank you PVPUSD teachers! Michael is making sure schools, principals, and teachers know that our librarians are available to do these visits and I know the Young Readers librarians are hoping to get more requests.

The YR librarians have been creating video tutorials each month and in October added Downloading Kids Books with Overdrive, World Book Tutorial, Get a Library Card and another great Thrilling Tales with Mr. Barb book recommendation.

Laura H. was also thrilled to report that Brainfuse, the online homework help site, showed a substantial increase in usage. Last year October usage was around 1,000 people and this year it doubled to 2,000. It’s wonderful to be able to provide a service our patrons want!

The Friday Fun programs are doing very well with the kids really enjoying the Leaf Art craft with Young Readers Assistant Manager Marisa Perley. It was simple and fun and offered a ton of opportunity for creativity. Young Reader librarian Katrena Woodson’s static Ghost experiment was fun and educational too! Young Readers Librarian Emily Ohara has been keeping all the kids information on the website updated and accessible.

Digital Services Manager David Campbell and Erik added new resources to the library’s Homework Resources webpage. Provided for the next two years by the California State Library Online Resources project, the librarians were particularly excited about Culture Grams - the perfect resource for country and state reports. Another great service is Book Connections, a site with book trailers, book readings, author interviews and lots more. These great new services are available now and will be shared through social media, the library webpage, our newsletters and more.

We also continue to receive entries for the online Young Authors and Artists at Home exhibit. This was one of our first responses to the pandemic and it is an amazing virtual gallery showcasing the creativity of our local children and teens. Below is a wonderful contribution by 8 year old Nana M.!

The Young Readers Department has already started to plan for the 2021 Summer Reading Program - Reading Colors your World. I can’t wait to see what they create! Other programs coming up are a Teen Writing Contest, a Winter Recess Challenge and of course the return of our Living History Museum of African American Heroes. Laura H. will be meeting with all the partners to explore ways to develop this beloved event as a virtual offering.
Marisa is also exploring adding a new item to our collection, Wonderbooks. These are single unit devices that include a book with a recording embedded right into it. No other equipment is needed to listen. They are super easy to use and we hope parents and kids will get a real kick out of them.

Social Media Success

- The Facebook team posted 55 times and had 375 engagements.
- The Twitter Team tweeted 37 times, gained 10 new followers, and had 109 engagements.
- The Instagram Team posted 48 times, gained 3 new followers, and had 104 engagements.

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

Follow PVLD today!

Circulation and Library Materials

Branch Manager Eve Wittenmyer and her staff have been moving collections to accommodate more items on the library shelves. She rearranged the Miraleste Library’s holiday and board book collections and Facilities Manager Daniel Gutierrez got into the action as well by shifting the entire Juvenile Picture book collection when he was over working a curbside shift.

The beautiful children’s area at the Miraleste Library.
Technical Services Manager Mary Kocman will be taking on acquisitions duties for a while as well as assisting Serials Clerk Toby Stevens with receiving magazines. Now that we offer holds on magazines, Toby and Technical Services volunteer John have created a more streamlined method to receive and process magazines more quickly. Toby also worked to clean up any subscription discrepancies so the collection is in great condition.

Deb R. has been weeding the adult collections for duplicates, including the audiobook, large print and DVD areas. Adult Services Librarian Dennis Piotrowski took on the medical books, travel and test preparation sections, while Leti handled natural sciences and mathematics. Dennis also received, reviewed and distributed approximately 90 patron purchase suggestions.

Peninsula Friends of the Library

The Peninsula Friends of the Library (PFL) hosted a fabulous Virtual Oktoberfest fundraiser this month and received nothing but rave reviews. Gift bags of tasty local beer, a giant pretzel, charcuterie box of fine meats and cheeses and some delightful sweet treats were delivered to each ticket holder. Friends of the Library board members and staff and Library Trustees acted as delivery drivers, including Trustees Bob Parke and Kingston Wong. Ticket holders were then encouraged to watch an hour long video of interviews, music and dance all in celebration of Oktoberfest! Executive Director Colleen Cotter did an outstanding job translating this event from beer garden bash to an online success. Great job Colleen!

A big thank you to the Friends and all the fabulous sponsors!

Library Facilities

Electrify America is moving quickly on the project to install electric car charging stations on the roof of the Peninsula Center Library. When this project first started staff walked the entire roof top area and established locations for the equipment and chargers that seemed out of the way and least intrusive – fast forward two years and who could have ever imagined the roof would be our primary service location?! We’ve had to make some adjustments to our operations as we work around a fully permitted design that now is a bit more in the way than we would like. We’re so thankful to have the space to provide a comprehensive rooftop pick up service, but I know we are all looking forward to the time when we can move back into the library proper and our patrons will have access to three brand new charging stations.
One of the new car charging stations. When completed, the project will provide three stations on the roof of the Peninsula Center Library.

In September staff presented to the Board of Library Trustees a proposed NEW location for a Teen Annex space. Utilizing a portion of current quiet study space on the mezzanine level of the Peninsula Center Library, this area would provide comparable square footage to what we had and remodeling the existing walls, ceiling, floor and roof would make it a much more affordable option. The biggest hurdle will be to successfully build the potentially loudest space in the library adjacent to the quietest space, but our contractor feels confident it can be done and done well. With Board approval to utilize the space, Facilities Manager Daniel Gutierrez is now moving forward on getting detailed drawings, plans and pricing for what we think is an excellent, and more cost effective, alternative to the previous design. This project has been in limbo for some time and it’s so exciting to see it restart.

Although I hate to admit this, the Malaga Cove Library has had a bit of a rodent issue on the bottom floors for a little while now. After about a year of trying to discover how the little devils were getting into the building, the Facilities staff finally found the gap. There was an old unused restroom in the boiler room and it seems the rodents were coming up through the empty toilet. The staff thoroughly cleaned the room, removed the toilet and sealed the drain and we have not seen any creatures since.

Great job team!

Facilities Technician Jason Smith changed out the water fountain filters throughout the District.
Facilities staff have started a roof waterproofing project at the Miraleste Library that, while taking a few weeks to complete, will ultimately save the district about $15,000 by completing it in-house. The team will be cleaning the surface of the roof, scraping off all the flaky damaged parts and letting everything dry out. They then will apply a waterproof silicone compound that should protect the roof for at least 5 years. I’m thankful PVLD can count on this talented team to always try to save money and give the library the very best at the most reasonable cost. Thank you Facilities Department!

Facilities Technician Franklin Portillo working on the roof of the Miraleste Library.

Safety Committee

PVLD is now officially certified "Safe in the South Bay" by the Palos Verdes Peninsula Chamber of Commerce, in collaboration with our neighboring South Bay Chambers. To receive this certification, representatives of the Safety Committee took a pledge on behalf of PVLD to abide by L.A. County's COVID-19 safety protocols. The County guidelines are posted at the entrances to all PVLD facilities and were sent to all PVLD staff on July 7th. In October, the Chamber sent us several “Safe in the South Bay” seals to post at our entrances upon reopening interior services, as an indicator of our ongoing commitment to the safety, health, and well-being of our staff and community members. More information on this initiative here: https://palosverdeschamber.com/safe-south-bay
Information Technology (IT) and Library Website

The Malaga Cove Library experienced an internet outage in early October. More specifically, Frontier Communications had equipment failure in Palos Verdes Estates on October 16 & 17 but fixed the issue by Monday, October 19. The Frontier outage affected not just the library but also other areas around Malaga Cove.

IT Manager Laszlo Latkoczy is co-chairing the Southern California Library Consortium’s Information Technology Committee this year and participated in a virtual meeting with 34 other library partners. This group is taking the lead on all technology issues as they relate to the SCLC libraries and as the first officially recognized committee to do so, is breaking some new ground. It’s going to be exciting to see how they contribute to the consortium and I look forward to working with Laszlo on this as the year unfolds.

IT/Network Administrator Brett LaForest worked this month to upgrade PRTG to the latest release and remove the PVLD switch, router, and AP from the old Annex space. He continued working with Nakivo on backup to tape issues and completed a variety of routine server updates.

IT/Network Administrator John Jakobsen made several staff laptop upgrades and repairs, successfully completed the Symphony upgrade with Erik, Ketzie and David; worked with Eve and others at the Miraleste Library to resolve several smaller issues and worked with Monique to re-record the outgoing messages on the main telephone line.

There are constant, ongoing upgrades done to our systems and this month the staff client WorkFlows got the full treatment. All staff computers were upgraded to version 3.7 and David and Erik reported all user preferences stayed intact. These computers are also now set up to auto-update their software with future Symphony upgrades.

David and Erik also cleaned up the address field in Symphony, the staff side of our library catalog. At the start of the project, there were nearly 1400 unique city/state combinations and that was pared down to around 350 unique combinations. Erik wrote a Python script that assists staff in gathering and manipulating the data.

Now that the Symphony patron data has been cleaned it will be usable in the Gale Analytics on Demand (AOD) product provided by the California State Library 2019/20 Metrics grant. This will help library staff review community demographics and evaluate where we might be lacking in service options. This is invaluable as we work towards being more intentional and data driven in our materials and resource selections.
Administration and Finance

The Budget Ad Hoc Committee has been meeting on a regular basis to review library finances and explore options for our biggest financial challenge, our CalPERS unfunded pension liability. Finance Manager Will Liu has been running various models but there is no getting around the library’s unfunded pension liability being close to 6 million dollars and growing. Trustees Bob Parke and Kingston Wong, Will and I have participated in four financial advisor presentations as we explore ways to address this issue. It’s a challenge, that’s for sure!

Senior Administrative Assistant Brenda Sibert has continued to work with meeting room reservations for October through the end of the year to coordinate cancelations due to the library internal services closure and overall organization and event postponement. All October and November events were cancelled or postponed. Many groups continue to opt for rolling their credit to future events and we have issued 117 credits to date ($8,745.00). Brenda is working with these groups to reschedule many meetings and book future meetings for 2021. To date we have refunded 69 reservations at $11,673.00, this includes a few large parties and events scheduled for 2020 and some groups who had previously opted for credit extensions.

Staff Updates, Training & Kudos

PVLD warmly welcomes back Adult Services Librarian Tim Parker, Young Readers Librarian Kate Rao and Circulation Page Victor Sedillo. Both Tim and Kate will be doing work with their respective departments as well as assisting with curbside and circulation duties and Victor will be going back to the circulation department.

Glad to have you all back at the library!

All staff have been participating in a multitude of training opportunities from supervisory workshops to readers advisory; from COVID-19 updates to resources for state funded library programming. Everyone has been taking part in hours of professional development.

The library is also very pleased to announce that our very own Lessa Pelayo-Lozada was announced as a candidate for President of the American Library Association, 2022-2023. She’s got some stiff competition in Stacey Aldrich, Hawaii State Librarian, and Ed Garcia, Director of Cranston Public Library in Rhode Island but Lessa’s proven dedication and commitment to the library profession and past experience with ALA is going to make her a very strong candidate. She’ll have my vote!

Find out more about her qualifications and vision for ALA at www.lessaforlibraries.com or follow her official FB page @lessaforlibraries.

Congratulations Lessa!
That’s all for now and as ever, wishing you and your families a safe and healthy month ahead!

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