Enhancing Curbside

September by the Numbers:

<table>
<thead>
<tr>
<th>New Card Applications</th>
<th>250</th>
<th>New Child Cards</th>
<th>53</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Library Cards Created</td>
<td>193</td>
<td>Holds Requested</td>
<td>11,622</td>
</tr>
<tr>
<td>New Resident Cards</td>
<td>129</td>
<td>Curbside Patrons</td>
<td>3,746</td>
</tr>
<tr>
<td>New Non-resident Cards</td>
<td>65</td>
<td>Curbside Checkouts</td>
<td>12,578</td>
</tr>
<tr>
<td>New Adult Cards</td>
<td>140</td>
<td></td>
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</table>

Curbside service at the Peninsula Center Library and the walk up service at both Miraleste and Malaga Cove libraries is doing very well and staff are exploring and adding new services all the time. This month we were very pleased to add two new features to our current offerings: mobile device checkouts and a printing service. Information Technology Manager Laszlo Latkoczy, Technical Services Manager Mary Kocman and Circulation Manager Ketzie Diaz all worked on creating a borrowing agreement and policies around patron checkout of mobile devices including 32 Chromebooks, 15 new Hotspots, the FlipPals, and device charging cords. Digital Services Librarian Erik Adams helped make sure all of the loan rules were correct and Digital Services Manager David Campbell updated the libraries Chromebooks webpage to an Equipment Checkout page: https://www.pvld.org/services/equipmentcheckout.

Prior to the COVID pandemic and library closure, these types of devices were not allowed to leave the library but with limited access for our patrons everyone pulled together to get them out into the community. Ketzie also worked with the Adult Services and Digital Services Department on updating our printing service for our patrons who do not have access to printing at home. Patrons can now email their documents to a circulation account where staff will print the document, assess printing fees to the patron’s accounts, notify the patron, and prepare the print for hold pickup at our curbside service. More information on printing can be found here: https://pvld.org/mobileprinting.

The new We Browse for You service has been a big hit with 64 submissions across the three branches from adults and kid and teens. In the Young Readers area, over 200 books were pulled for every age from preschoolers to high school students. Young Adult Librarian Megan Durazo focused on the high school requests and Young Readers Manager Laura Henry, Assistant Manager Marisa Perley and Librarian Emily Ohara worked together on the others.
Branch Manager Eve Wittenmyer has been filling requests for both branches and has already gotten patrons coming back for seconds. Every department reports how useful and fun this service has been. Great job everyone!

Adult Services Librarian Deb Ripley has been working on a new Host Your Own Book Club service promoting books for at home book clubs. Taking the place of Book Club in a Bag, this service is curbside friendly and patrons can access all of the resources online while placing holds on multiple copies of the book. Information can be found here: https://pvld.org/hostyourown.

As staff continue to work the curbside/walkup shifts we’re constantly looking for ways to make it easier for our patrons. We’ve altered some cataloging to highlight material types better so patrons can see quicker what they are placing on hold. We hope this will help patrons avoid accidentally placing holds on items they don’t want – like a braille book when they wanted traditional print. We’ve also rush ordered additional items that have high holds counts on them. For the first time we’re seeing 30+ holds on Young Readers materials!

Kudos to the entire staff who have been stepping up and helping work these shifts – from our librarians to facilities team, from finance to IT everyone is doing a great job. Eve gives a big shout out to Facilities Technician Jason Smith who works at the Miraleste Library on Tuesdays where he does everything from keeping the place clean as a whistle to handling patron interactions at the service window. Thank you Jason!

Based on the amount of circulation, it might seem that everyone knows about the library’s new services, but based on feedback from some of our patrons, that’s simply not true.

Librarians listened carefully and determined that there was a need to reach out to patrons, many of them seniors who do not have access to the internet and do not have email addresses. Since this population primarily uses regular mail, the Adult Services Department worked on a postcard that we will be sending to residents on the Peninsula. Adult Services Manager Leti Polizzi and Librarian Laura Ishizaka worked on creating a simple postcard that lists general information about services the library is offering during our COVID closure, as well as phone numbers to call for assistance. Ketzie ran
internal reports to generate a very specific address list for the mailing to target those patrons who would benefit the most. They did a great job and the postcard should be going out in October.

Programming and More....

A rescheduled program from April, Gentle Yoga and the Expressive Arts with Yoga Instructor Mona Wells was reimagined as an online Zoom program for 26 eager participants. Folks began with a hatha yoga flow (cameras on or off was up to them!) followed by guided meditation and reflection. The class then broke off into smaller groups for shared reflection and came back together to finish with more gentle yoga. One participant said she began the class with a migraine and by the end she felt much better and ready to take on the rest of her day!

Adult Services Assistant Manager Lessa Pelayo-Lozada and Deb hosted the September Virtual Book Club where they discussed fiction titles with an engaged audience of 14 attendees.

Deb and Leti reported the film discussion on “Sometimes Always Never” (2018) was a fairly quiet crowd and that program has now transitioned to a monthly virtual program.

Lessa sent 17 patrons 37 books as part of our Books by Mail program, the most participation in the program since she took over. Luckily the post office seems to be back to normal so patrons are receiving their books in a timelier manner again.

We’re very excited to have Madeline Miller, best-selling author of *Circe* and *Song of Achilles* join us for an author talk on Saturday, October 10. More information and the link to register can be found on our webpage at [www.pvld.org](http://www.pvld.org).

← Madeline Miller!
The librarians are still handling a good number of reference requests with 328 calls coming into the Adult Services Reference Line in September. Adult Services Librarian Dennis Piotrowski also received, reviewed and distributed approximately 105 patron purchase suggestions.

Dennis also helped a patron with an in-depth reference question (that came in through the mail), providing information and a list of all library schools in the United States that have undergraduate or graduate degrees in library science. Glad to hear people are excited about going to library school!

Lessa is taking the lead again this year on our very popular Annual Community Art Show. The Call for Entries has begun and we hope to get a great turnout for this year’s VIRTUAL event. There will be no fee to join this year and entries won’t be judged but were hoping that won’t stop people from showing their amazing art work. The application period is from October 1-30 and can be found here: https://www.pvld.org/artinourlibrary/annualcommunityartexhibit.

Local History Center

Adult Services Librarian and Archivist Monique Sugimoto launched the first two episodes of Pedal PV, a video tour program of the Peninsula bringing the history of the Peninsula straight to you from the saddle of her electric bicycle! Kicking off with Tour de PV, a delightful (if hot!) ride introducing the four cities, the program then added Cliffs and Recreation, a ride and facts about the cliffs in Palos Verdes Estates, covering the Palos Verdes Estates Shoreline Preserve, the Dominator and the LA County Regional Park that never happened. Monique is working on an upcoming episode on Peninsula peafowl history. They are absolutely delightful and I highly encourage everyone to check them out! Videos are being uploaded to the library’s YouTube channel. https://youtu.be/n
The hottest social media post of the month was hands down Monique’s Pedal PV: Episode One which had 21 shares on Facebook and 436 views across Facebook, Instagram, and YouTube.

Just a few of the local history reference questions this month included; the history of PV Golf Club, Malaga Cove Plaza, roads in Portuguese Bend, availability of aerial photos, and advice on proper scanning of oversized materials. The Local History Room also accepted a donation of sheet music composed by a former resident for the Historical Society, a nice compliment to the existing collection.

A patron request for old copies of the book The Palos Verdes Story led to the re-discovery that the library was given copyright to the book. Monique is working with Friends of the Library Executive Director Colleen Cotter to see about having another printing done.

Since this year’s Los Angeles as Subject Archives Bazaar is going virtual, Monique submitted an image for an online exhibit and will also be participating by being a spotlight table on the day of the Bazaar.

**Highlights for Kids and Teens**

The Young Readers Department had been getting a lot of interest in the Friday Afterschool Fun program before the Pandemic and now that school started they brought it back in a new virtual form. A new video is posted every Friday and kids can view it at any time. Young Readers Librarian Katrena Woodson’s excellent videos on Soap Bubble Powered Boats, Paper Spinner Toy, and Banana Sushi really got the ball rolling.

All three library branches distributed Back to School Care Packages for Elementary and Middle/High school students on Sept 1 through the curbside service and walkup windows. Over 150 kids and teens got some fun trinkets to help them get a start on the school year. Packages included scratch and sniff bookmarks, pencils, pencil sharpeners and stress balls. Elementary aged kids got several recess-type toys, like bubbles and chalk, while teens got mini notebooks and comic books. And everyone got a little candy! And information on our services for kids and teens, of course! ;)

Monique reported after handing some out one day;

> “The care packages were a really big hit today! The kids got so excited and all the parents were very thankful and appreciative. One mom said, "You are so great!"

The Young Readers Librarians posted four new virtual storytimes which had already gotten 949 views at the time of this report. One patron wrote to say:

> “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.”

Their virtual book talks and tutorials are also getting a good deal of love with Laura H.’s World Book Tutorial, Katrena’s Get a Library Card Tutorial and Thrilling Tales with Mr. Barb from Young Readers Librarian and School Outreach Coordinator Michael Barb all getting multiple hits. All of their work can be seen at PVLD’s Facebook page here: https://www.facebook.com/pvlibrary/videos/.
Even with the local schools and libraries closed to the public, Michael has been working extra hard to keep in touch with and share services with his counterparts. He’s reached out to Miraleste Intermediate, Point Vicente Intermediate, and Peninsula High and offered suggestions for all PVPUSD students on reading lists, services for parents and kids who struggle to read and taken numerous suggestions for possible additional services. Great job Michael!

Ketzie and Megan joined forces on another virtual art workshop for teens! They both interact so well with the teens and in this session they lead a Bookmaking Workshop where the kids learned simple book binding techniques and made some book art. They are excited about more collaboration in the future.

Megan had two more teens submit applications to the Peninsula Teen Advisory Council in September as well. Great news!

Racial Equity

The Palos Verdes Library District is proud to be a part of the Cultivating Racial Equity and Inclusion in Libraries (CREI) 2019-2020 Cohort, a grant funded initiative from the California State Library. Our library team is called the BUILD team, which stands for Building, Understanding, Informing, Leading, and Developing. This group of dedicated staff will be exploring different topics around equity, inclusion and diversity with all staff, volunteers and board members to help create an inclusive environment for staff and the community. I’m very proud of the commitment and dedication they have shown and am excited about the opportunities I know will come from this initiative. Check out more at our Racial Equity page here: https://pvld.org/racialequity.

Social Media Success

- The Facebook team posted 53 times, gained 10 new followers, and had 541 engagements.
- The Twitter Team tweeted 48 times, gained 3 new followers, and had 102 engagements.
- The Instagram Team posted 32 times, gained 20 new followers, and had 573 engagements.

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

Follow PVLD today!
One of our most popular regular posts this month was a collection of PVLD staff reading photos for National Reading Day! Check out a few more at the end of the report.

Circulation and Library Materials

One of our Technical Services Clerks Adan Becerra’s tasks is to oversee the repair of library items and while he’s a talented guy, he can’t do it alone, which is where our dedicated and highly skilled volunteers come in. Unfortunately, during this pandemic it’s been impossible to have the volunteers come into the library for long stretches of time so Adan and Mary put their heads together and created take home kits so repairs could continue at the volunteers’ homes – if they wanted to volunteer from home that is!

Thankfully some of them took us up on the offer and here is a great shot of longtime volunteer Sid Wielin repairing books at his home. Items he completes will quarantine before going back into circulation. This is a huge help with this piece of the process because it takes a lot of time to mend and press some of these items. Thank you Sid!

Book mender extraordinaire Sid!

Both the Adult Services and Young Readers’ Departments are reviewing and weeding their book collections and Mary is keeping up with all catalog updates.

During the closure many of our regular notifications were put on hold, but with all book drops open and all materials back in circulation, those are restarting. An important one that just came back on line was billing and in August alone, we had over 600 to send out. Rather than simply send them out, Ketzie and her team worked on a phone call and email campaign to inform patrons before they received a bill in the mail. She worked with our collections agency to review bills with high amounts and contact individual patrons directly. In one case, Ketzie was able to get in contact with an elementary school teacher who had over $1000 in replacement charges for children’s books she used for teaching. In fact, they were all in her classroom! She was very grateful we reached out because she said she “can barely come up for air right now” and had no idea the book drops were open again and she could return the items. In all departments the more personal and flexible approach with patrons has been very much appreciated during this time and our team has been doing a great job offering just that.
Peninsula Friends of the Library

A significant achievement this month by Deputy Director Ryan Roy and David C. was the implementation of a new electronic sign-in and hours tracking system for PVLD and the Peninsula Friends of the Library (PFL) volunteers. The new system replaces pen-and-paper sign-in sheets that have been used for record keeping in the past. Volunteer supervisors for both PVLD and PFL have expressed a need for a new system, which will now be internet-based and archived via Google Sheets. Used book sale manager Michelle Witt noted that this will save her several hours each month in counting and recording volunteer hours.

The library was also very pleased to approve a naming opportunity for the Storytime Theater in the Peninsula Center library in honor of Dr. Hongpyo and Julie Lee. Dr. Lee shared a delightful story with Colleen reminiscing about when his own children would come to the library and said he was very pleased to be able to give back to an organization he believed in. We love that the library has had an impact on his life and know that his generous donation will help provide library services for many children to come. Thank you Dr. Hongpyo and Julie Lee!

Library Facilities

A huge task this month was the installation of Plexiglas safety protection at all public service desks throughout the District. Facilities Manager Daniel Gutierrez oversaw the purchasing of large sheets of Plexiglas and then he and his team built the guards in-house, saving us a great deal of money!

The whole team chipped in to help install the guards which are hung from the ceiling and anchored on the desks. They provide excellent sight lines and a clear protective barrier for the safety of staff and patrons.

Great job Facilities team!
Facilities has also been working on a number of beautification projects at the Miraleste Library. They painted the entire interior of the library a nice, bright white that gives it a much needed boost. They are also exploring a new accent color and will be doing all the trim soon. To accommodate the interior painting, Eve and her team shifted several collections on the shelves against the walls and reports the library is looking incredible. The guys really went above and beyond too, with Daniel helping shift adult biographies and Saul Cerda stepping in to assist in reorganizing and straighten up around the library.

Thank you to the entire Facilities team for their hard work!

If you have not been past the Miraleste Library in a while, drive by and take a look at how all the hillside plants are growing in and looking amazing. The colors are beautiful and will start to attract more hummingbirds when they flower.

Eve shared that one of the library regulars and their kindergarten age kids does online schooling on the deck once a week to get out of the house. I can’t think of better place to sit and study or read a book.

Although Daniel has been working diligently to get us a metal, book drop style ballot drop off box, we were informed that we were not in the first round of locations to receive one. Our understanding is there were a finite number available and they were distributed to specific locations to provide for as broad a coverage as possible. Daniel has applied again and we certainly hope that we can get one at
some point in the future. Thankfully, three of our local city halls will have the ballot drop boxes so our patrons will be well served.

We are also actively investigating a possible new location on the Peninsula Library property for our long delayed teen Annex. With the pervious roof top design being way too expensive, we’ve identified a possible new location that might fit the bill. We’re still in the investigative stages but I certainly hope to have some good news soon!

**Safety Committee**

The library’s Safety Committee has continued to meet regularly throughout the closure to ensure that PVLD staff and volunteers have safe and healthy working conditions. The Safety Committee will also continue to play a major role as we navigate reopening library spaces to the public. As limited groups of volunteers return to the library they must undergo a Safety Committee sponsored training to ensure that they are familiar with current safety protocols and two of these sessions were held for volunteers in September.

Ryan attends the Coronavirus Telebriefing for City and County Officials and Monique continues to attend the virtual briefings with the LA County Department of Health.

September was National Preparedness Month. In an effort to encourage staff to be aware of potential disasters that California may face and to prepare them the Safety Committee sent staff an email and resources throughout the month highlighting a weekly preparedness theme.

Information Technology and Library Website

With almost all meetings, updates and all programming going virtual, it became apparent that the District needed an additional Zoom account. Information Technology Manager Laszlo Latkoczy worked with IT Administrator John Jakobsen and purchased two licensed Zoom accounts. One we reserve for meetings and the other is specifically for programming. A much needed addition!

Laszlo has been working with Califa and CENIC and confirmed that PVLD will continue to receive ISP services via CENIC for the next year. CENIC has provided ISP services to PVLD for several years now and their service has been very reliable. He also wanted to highlight a great article over at CENIC’s blog about the important work that libraries do to bring broadband to their patrons. Check it out here: “Libraries Are Key to Providing Broadband Access to California Communities” https://cenic.org/blog/libraries-are-key-to-providing-broadband-access-to-ca-communities
IT Technician Brett LaForest has been working on updates to our Network Controller, firmware on all Unifi Ap’s and performing regular server upgrades. John worked on a number of staff and PFL laptop setups, prepared for a full library catalog upgrade and worked with Ryan on installing shortcuts on all computers for the new volunteer sign in procedures, among many other things.

Laura, Lessa, and Deb have been working hard on revamping the PVLD Celebrate pages on our website with a fresh new look and new resources. The bulk of the work has been completed just in time for Hispanic Heritage Month and resources will continue to be added throughout the year. Also be sure to check out the new logo Laura designed for the page! In coordination with the Adult Services Department, Emily created and/or updated the Young Reader’s celebrations booklists as well. All of these great resources can be found here: https://pvld.org/celebrate/hhm.

Administration and Finance

One of my goals for this fiscal year is to work on updating the library’s strategic plan and to that end I created a Strategic Initiatives Team including myself, Ryan, David, Ketzie and Lessa. We came together this month and began to outline the process and the desired outcomes for strategic planning which will include getting input from staff, volunteers, the Board of Trustees and our community. More to come soon!

Finance Manager Will Liu is exploring various pension refinancing opportunities to address our current and ongoing unfunded pension obligation. Looking at our budgets, our CalPERS pension obligation is of major concern and the main focus of our internal Budget Ad Hoc Committee, which meets regularly to discuss all options that might be available to us.

For the first time in MANY years, the library is going to have an election! The League of Women Voters for PVP and the PVP Chamber of Commerce are co-hosting a PV Library District Board of Library Trustees Candidate forum on October 11, 2020 at 2pm. If you are interested, register on their website at: https://my.lwv.org/california/palos-verdes-peninsula.

Senior Administrative Assistant Brenda Sibert has continued to work with meeting room reservations for September, October and other 2020 months to coordinate cancellations due to the library closure and overall organization/event postponement. So far all September/October events were cancelled or postponed with most groups continuing to opt. for rolling their credit to future events. We have issued 120 credits to date ($9,325.00) and Brenda is working with these groups to reschedule many meetings/book future meetings for 2021. To date we have refunded 62 reservations at $10,268.00 (this includes a few large parties/events scheduled for 2020).

Staff Training & Kudos

I am very pleased to announce the Palos Verdes Library District was accepted into the Harwood Institute’s Innovators Lab for Public Libraries 2020!
Participation in the Harwood Lab is supported by California Libraries Learn (CALL). CALL is a collaborative project of the California Library Association and the California State Library, and is supported in whole or in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This multi day training opportunity shares with staff the Harwood Institute’s method of “turning outward” to engage more successfully with local communities. Our 2020 Harwood Innovator’s team will be Monique Sugimoto, Megan Durazo and Ketzie Diaz and I can’t wait to hear about their experiences and participate in the activities they bring back to the library and the Palos Verdes Peninsula community.

In an effort to spread positivity, comradery, and a bit of sunshine too, the library formed a small internal committee for staff - the Sunshine Committee! Working together with the rest of PVLD’s management team Ketzie, Mary, and Sarah are organizing activities and fun things for staff to enjoy. It’s a great way to enjoy each other’s company – at an appropriate distance – during these very unusual and stressful times. Shining down some compassion, consideration and kindness for everyone!

Wishing you and your families a safe and happy month!

Check out some great staff photos below....

~ Check out all our online programs and services at www.pvld.org ~
September 6 was National Read a Book Day. Our staff was excited to participate!