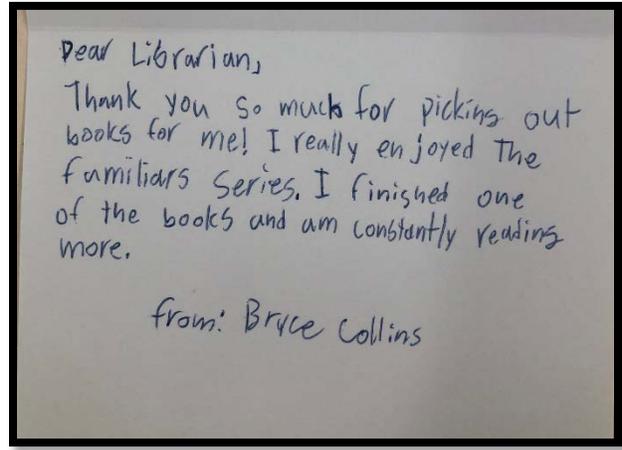


# PVLD DIRECTOR'S MONTHLY REPORT – JANUARY 2021

*A highlight of programs and services of the Palos Verdes Library District from Director Jennifer Addington*



Assistant Branch Manager Jennifer Chaffey received this very sweet card from a grateful patron at the Miraleste Library. Thank you Bruce for being such a great library supporter!

## Community Connections

New Card Applications	231	Holds Requested	11,561
New Library Cards Created	183	Curbside Patrons	3,827
New Peninsula Resident Library Cards	107	Curbside Checkouts	13,483
New Non-Peninsula Resident Library Cards	76	Circulation	26,732
New Adult Library Cards	155	Print Jobs	2
New Children's Library Cards	28	Mobile Equipment Checkouts	12
Magazines Checked Out	372		

January was a busy, but smooth month for curbside materials pickup. Circulation Manager Ketzie Diaz spent some time working on improving our hold notification service so patrons receive better notice about when their items are available for them. We know there is nothing more frustrating than missing a hold item and we want to ensure our patrons have plenty of time AND notice to come pick up their items.

IT Manager Laszlo Latkoczy, IT administrator John Jakobsen and Digital Services Librarian Erik Adams evaluated and updated the library's Chromebooks and enabled all the web cameras for full Zoom functionality. With so much virtual work still being done, it was important to get these up and running.

Adult Services Librarian Dennis Piotrowski is coordinating the distribution of IRS and Federal Tax Bureau tax forms and booklets, which have just started to arrive. The library has been providing this popular service to

the community for a long time and we're doing what we can to provide it again. Many of the forms are only available online but we do have the 1040, 1040SR and 540EZ available through our curbside and walk up services. Just ask us!



The response window for PVLD's community survey about reopening interior library services closed on January 30<sup>th</sup> and we were thrilled to receive a total of 724 responses! The survey outlined the limitations of reopening under the current LA County guidelines for libraries and gave a description of what the interior Grab & Go services might look like upon reopening. Here is a brief breakdown of the results from the survey:

The comments and suggestions are still being tagged and categorized, but the most popular comments by far are the thanks, praise, kudos, and overwhelming appreciation for the PVLD staff. Community members recognizing and acknowledging the diligent efforts of library staff is incredibly encouraging and we can't thank them enough for the kind words and for helping us determine our future plans.

One very popular suggestion is the request for curbside service hours to be further extended. Management and staff are currently working on a plan to add additional weekly hours to curbside by extending the pick-up window at all libraries, perhaps as early as March. Keep an eye out!

#### Programming and more....

The theme for January's book club was reading a book you hadn't yet read, but wanted to. Thirteen participants discussed their selections as well as why they read them and how they decided on their next potential reads. In February the group is taking on Alice Munro's *Hateship, Friendship, Courtship, Loveship, Marriage* or any other collection of short stories.

The Books by Mail service increased this month, with Adult Services Assistant Manager Lessa Pelayo-Lozada and Adult Services Librarian Tim Parker sending out books to over 20 patrons, the highest number since before the pandemic. Two new patrons joined in January and folks are always appreciative to have this service.

Adult Services Manager Leti Polizzi and Adult Services Librarian Deb Ripley moderated the annual PVLDWriMo Anthology Reading where 16 writers read their own work to an appreciative audience of 42. The audience applauded during this virtual event using American Sign Language, giving the readers a lovely visual of many smiling faces with "jazz hands" waving after each reading. It was noted that while it's a change to do the event virtual than in person, the ability to clearly hear each reader was a real positive. The virtual setting also allowed the group to welcome participants from Australia, Texas, South Carolina, Northern California and Ohio!

Adult Services Librarian and Archivist Monique Sugimoto and Young Readers Manager Laura Henry met (virtually) with the Peninsula's newest institution, Fusion Academy, to discuss ways the library and Local History Center can provide educational opportunities for their students.

Monique, Ketzie and Young Adult Librarian Megan Durazo completed the Harwood Institute's Public Innovator's Lab training and were quickly put into action coordinating a series of staff conversations. Named the Connections Team, they will focus on a "community-first" approach that asks staff what their aspirations for the library are with the intent of helping to inform our strategic planning initiatives. Starting these conversations with staff gives them the opportunity to refine their approach prior to facilitating trustee and community conversations. As we move our strategic plan forward it's imperative we get input from all our stakeholders and I'm thankful we have staff who are committed to the process.

The Adult Services team also answered almost 300 reference phone questions, processed Browse for You requests and continue to work weekly shifts to support our curbside service.

### Highlights for Kids and Teens

Although the Living History Museum of African American History program takes place in February, a majority of the activity actually happens in January. The steering committee, composed of Laura Henry and members from Delta Sigma Theta, the Black Heritage Association and PV Links met weekly to coordinate the unique challenge of making this year's event a virtual one.

Based on the responses they received they were very successful! The Living History Museum has always asked a great deal of the participants and this year by going virtual and making the deadline so early, the organizers really asked the kids and their parents to go the extra mile. With 31 participants each filming a 1-2 minute video and having all entries in by the deadline shows these kids were up to the task! As one parent wrote:

*"Please tell the Steering Committee that I am grateful you are making the effort to keep it going. Without it, I would not have pushed us all to do it. I am proud of the kids. My 7th grader rose to the occasion. During this time, inertia has been a strong force against doing new things. The fact that you made participation so easy (with instruction sheet, simple google form, and link to upload) has been helpful."*

This year's program is going to be another fabulous event and one you surely won't want to miss. The event itself will be on February 28 at 2pm and the organizers prepared a lovely video preview – [watch it here](#).

The Young Readers Librarians handled several reference questions, many coming through the **Contact Us** feature on the library's webpage. In one a parent wrote that her child has a,

*"lexile score of BR400L-BR320L his literacy classification is transitional. I'm not sure what to do with that information."*

It's often very challenging to understand these reading level assessments and what do to with them, so the parent was really glad Laura H. could help!

*"Wow, this is great thank you so much! I will place some holds on the list you sent and science books you suggested and will use the **We Browse for You** in the future."*

Young Readers Assistant Manager Marisa Perley and Young Readers Librarian Kate Rao's virtual storytimes continue to be lively and interactive. Both Marisa and Kate use funny, supportive or inspiring stories, often published within the last year or two and while virtual storytime may not have the same energy as a live, in person session, there are some advantages too. Kids can often see the pictures much better, can watch anytime that is convenient for their family and can even watch them over and over through the Library's Facebook and Instagram platforms!

The Young Readers Librarians added four new storytimes in January and got 392 views.

Laura Henry and Jacqui Thomas, a member of the Living History Museum steering committee, visited the 8th grade US History class at Peninsula Heritage School to promote participation in the museum and showcase library resources. Laura reported the kids were really engaged and interested and she has plans to visit more classes soon.

The Light the Way Winter Reading program ended in mid-January with almost 200 participants. Everyone completed some part of the program with 87 earning at least one badge (4 activities) and 45 doing all 12 activities and earning all 3 badges. Good job everyone! Laura Henry and her team will be looking at what was most successful to incorporate into the 2021 Summer Reading Program.

Branch Manager Eve Wittenmyer mentioned that handing out the goodie bags is always great fun and the kids are super excited, and appreciative, to get an unexpected treat during their library visit.

*"It's one of the things I love best about the kids in our community. They always seem genuinely grateful for the things we do for them. I'm looking forward to when we will be able to hand out stickers again and stamp little one's hands again!" – Eve*



The Teen Writing Contest awards ceremony was a big hit! Author Brandy Colbert was the judge and her appearance at the Zoom award ceremony was as exciting as the teen's writing. Her comments about the entries were insightful and quite a thrill to these talented young authors. The teens who attended had some insightful questions for Ms. Colbert as well, and asked about how she got started, what her favorite books were, and her influences growing up. Many of our staff members attended the event and were all there to witness the winners be announced. All the winning entries can be read on the Teen webpage here:

<https://pvld.org/writing-contest-winners>

**1<sup>st</sup> Place and Honorable Mention - Uma Deverakonda**

**2<sup>nd</sup> Place - Kaili Tseng**

**3 Place and Honorable Mention - Ella Sherry**

**Congratulations everyone!!**

### Local History Center

With the newest episode of *Pedal PV*, Monique continues to share local history with the community, this time exploring the three lighthouses on the Peninsula. Check out [To The Lighthouse](#) on the library's YouTube

channel to hear about their fascinating history. Monique was also interviewed about the project for the May issue of the American Library Association Magazine for its Bookends Section.

Monique gave a Zoom presentation to the Palos Verdes Peninsula Village on the projects of the Local History Center, which resulted in a new oral history project on the history of the Village and a discussion to include in the Local History Room the [Foregone But Not Forgotten](#) photo series by local photographer Charlice Lin. These photos were displayed at the Peninsula Center Library in 2018 to much appreciation.



Monique, Leti and other library staff have been working with the Rancho de Los Palos Verdes Historical Society on possibly displaying the Society's historic mastodon tusk fossil at the Peninsula Center Library. After living under a tarp in a resident's back yard for several years, it just might find a new home with the library district!

Library staff joined Peninsula Friends of the Library President Ron DeFrees and Executive Director Colleen Cotter to see the fossil before working on creating a space for it to be displayed. It's a fascinating piece of history that kids of all ages would love to see. More information to come very soon!

Tim has been assisting Monique by processing a collection of Palos Verdes Social Review and Palos Verdes Review magazines, creating a backup copy of these publications for future digitization work and Monique scanned a number of early exhibit catalogs for exhibits at the Malaga Cove Gallery ca. 1930.

The Local History Center always gets an interesting selection of reference questions and this month included questions on the history of early zoning in the City of Palos Verdes Estates, the history of archaeological collections on the Peninsula, newspaper research, Quaker records and other Ancestry.com databases inquiries, the Benedict house, best practices to preserve organizational records, and the 40 Families history.

### Library Facilities

Facilities Manager Daniel Gutierrez had a busy January handling a variety of projects. He and Eve spent some time at the Miraleste Library devising a plan to realign the shelves when it was discovered they should be wider apart for proper ADA access. They measured – twice! – and created a new layout that gives the correct space while preserving the beautiful view Miraleste is known for. Miraleste had some power outages during the high winds and Eve and Jennifer C. went into explorer mode and checked out library material by flashlight. They were troopers and continued to keep curbside running - luckily, the outages were temporary.

The Facilities team has completed the first layer of waterproofing on the Miraleste Library roof and will be adding the next layer soon, weather permitting. So far there have been no leaks!

Material delays and worker shortage due to the COVID-19 pandemic delayed two big projects at the Peninsula Center Library in January. Installation of the new Fire/Life/Safety System and the electric car charging stations took a short hiatus but both are back up and running now.

Daniel also spent a good deal of time working with our contractor, Walt Sprowl, on the new teen Annex construction plan. With each new concept, new challenges emerge that require creative, out of the box thinking and Daniel and Walt are certainly putting their thinking caps on. We will be presenting a new concept to the Board of Library Trustees in February, keeping the Annex on the mezzanine level of the library, but in a different location. I'm very excited about this project and committed to seeing it happen. What a grand opening we will have once it does!

### Diversity, Equity and Inclusion (DEI)

Ketzie and Branch Senior Page Dustin Alexander attended the Dapplegray Elementary School's DEI meeting in February where they had a very inspiring and exciting conversation that is sure to develop into opportunities to work with them on racial equity programming in the future. One of their committee members also attended a January BUILD team meeting! Ketzie reported that many of their students participated in the Living History Museum this year and the DEI group is planning an art exhibit sharing inspiring family stories that we are hoping to be able to show here at PVLd. It's being designed as an outdoor exhibit so it's possible the library could display it on the roof for patrons to enjoy through the curbside service.

Dapplegray Elementary is also planning a parent book club, featuring the Young Adult title *Stamped: Racism, Anti Racism, and You* by Ibram X. Kendi and Jason Reynolds. The BUILD team might help facilitate that event, be a guest at a future meeting or partner on bringing in an author to speak on diversity, equity and inclusion. So many great opportunities!

The library has been promoting the Palos Verdes Peninsula Unified School District's program for parents *Talking to Your Child About Race and Racism* and will be applying for the second year of the Cultivating Race, Equity and Inclusion grant through the California State Library.

Discussions around diversity, equity and inclusion are national conversations and we are happy to do our part to participate. It's amazing to see how many other organizations are working on the same thing from local governments to educational facilities and almost all welcome the opportunity for partnerships and I look forward to the exciting programming that will come from it.

### Social Media Success

The Facebook team posted 33 times and had 121 engagements.

The Twitter Team tweeted 26 times, gained 9 new followers, and had 72 engagements.

The Instagram Team posted 22 times, gained 13 new followers, and had 453 engagements.

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

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

Twitter: [twitter.com/pvld](https://twitter.com/pvld)



**Follow PVLd today!**

## Library Collections & Materials

Wonderbooks! The Young Reader's Department worked with Ketzie and Technical Services Manager Mary Kocman to add this new format to their Listen and Read Collection. These sturdy audio books are stand-alone units - no CD players, computers or tablets are needed. Kids just push a button to start the audio and turn the pages like a traditional print book. Marisa's research found that this format is not only as sturdy as the old book/CD combinations, but we've heard they are insanely popular at other libraries. The books are charging now and will soon be ready for checkout.

Take a look at [the starter collection of Wonderbooks](#).

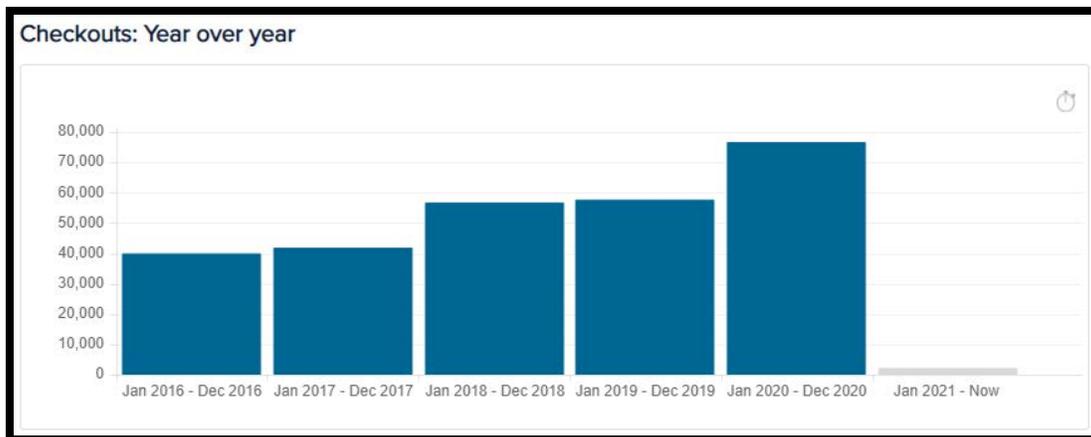
Although they have been smaller than usual, Technical Services Clerk Joyce Grauman is handling all Inter Library Loan requests and Serials Clerk Toby Stevens is working on the very complex magazine and newspaper subscriptions. With the closure due to COVID-19, many subscriptions had to be postponed until we get a better date for reopening but remember – you CAN place holds on your favorite magazines now!

The librarians are doing a great deal of collection maintenance including weeding old, out of date material and duplicate items from the collections. When the old goes out, new items come in and Dennis processed over 100 patron purchase suggestions. Circulation staff are also working on changing labels for the World Language DVD collection. It's a tedious and very hands on process as each DVD needs to be removed from its case, checked out to repair, and sent to Technical Services who creates and prints a new label. They then need to be manually re-labeled with accompanying color-coded sticker under the plastic sleeves, then checked back in and finally re-shelved. It's a lot of work but updating labels aligns with our equity initiatives and ensures our catalog and the shelves match.

Eve and Branch Senior Page Christian Gherke have also been working on the collections at the Miraleste Library to get ready for the shelving move including weeding old titles and changing collection types. Having the shelves as clean as possible makes it easier when they all have to be emptied for a shift!

## IT and Digital Services

As indicated in the graph below, Overdrive is a very popular service! With downloadable eBooks and audiobooks, usage has gone up almost every year and especially during the pandemic closure. It's highly possible we will hit 100,000 downloads in 2021.



We are now offering a new service for patrons in our immediate service area, Overdrive Digital cards. A small banner at the top of the Overdrive page directs patrons to a link where patrons can get a digital card in minutes using their mobile number. Once verified, the patron's mobile number IS their library card number. For patrons outside our immediate service area, a regular card is still required.

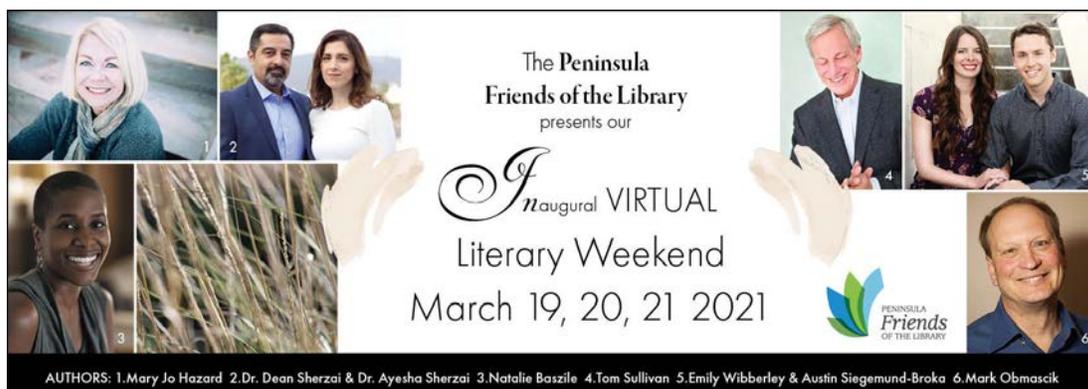
For patrons looking for our Safari eBook collection, it is now the O'Reilly Learning Platform. O'Reilly looks great, has very similar content as Safari, focusing mainly on business and technology titles, and now includes videos.

Laszlo worked with Cox Communication this month on various connectivity issues, including phone outages at the Miraleste Library and dropped fire alarm lines. IT Administrator Brett LaForest continued to troubleshoot the Nakivo Backup, and stated upgrading PRTG to the latest release. John worked on setting up a live Closed Captioning software application for Zoom meetings, worked with Monique to modify our phone message for passport services, worked on catalog and server updates, resolved a patron hotpot issue and handled a variety of other IT issues.

### Peninsula Friends of the Library (PFL)

Ketzie was the staff guest at the Peninsula Friends of the Library Board Meeting and shared information on the Circulation Department and curbside services. If you're interested, you can see her presentation [here](#).

The library is thrilled to support the Friends of the Library's major fundraiser, the Literary Weekend! With a line up of amazing authors, engaging conversation and delicious dinner—it's sure to be a delight. Get your tickets now! [Purchase tickets here!](#)



### Administration & Finance

Passport services started back on January 5 and in the first month 104 applications were processed for a total of \$3,640.00. Senior Administration Assistant Brenda Sibert and Passport Agent Susan Yanase have done a great job managing the return of this popular service while keeping everyone safe. Kudos!

Finance Manager Will Liu took the lead on a major library effort, the refinancing of our CalPERS unfunded pension liability. Will, along with me and the Budget Ad Hoc Committee consisting of Board of Library Trustee President Kingston Wong and Trustee Bob Parke, has spent the past several months investigating options for

handling unfunded pension obligations and interviewing financial firms with pension refinancing experience. The Board of Library Trustees agreed to engage NHA Advisors to guide us as we proceed with a pension refinancing plan and I know Will is going to be very busy in the months ahead as we set a plan to tackle our \$6 million dollar debt. Will has also been working to create more transparency in our budgeting, updating our financial policies and procedures and create opportunities for ongoing cost savings.



While we are still in a District-wide hiring freeze, our Young Readers Department is currently down 2 full time staff members. We carefully evaluate all District openings to determine appropriate next steps and ultimately determined that hiring a full time Young Readers Librarian is necessary to support Young Readers Services.

For more information, and to apply, please visit the full job posting [here](#) on our website. Applications will be accepted online only through February 15, 2021, at 5:00 PM.

In January, PVL D experienced its first positive case of COVID-19. Because the employee was monitoring their symptoms and communicated this immediately to us, we were able to catch the case very early and take appropriate action. All staff, and their represented unit, were notified of the positive case and were provided information on the steps that the District was taking. Thankfully the one employee fully recovered and no other employees were affected.

### Staff Kudos & Updates

In January we celebrate employee milestones and were thrilled to present the following employees with certificates of commendation and thanks.

#### **5 Years of Service**

- Saul Cerda
- Courtney Charpentier

#### **10 Years of Service**

- Deborah Ripley

#### **15 Years of Service**

- Susan Deo
- John Jakobsen
- Emily Ohara
- Eve Wittenmyer

#### **20 Years of Service**

- David Campbell
- Kendel Cornwell
- Virginia Dailey
- Laura Henry
- Mary Kocman

**Congratulations Everyone!!**

## Coming up!

Spring STEM “Camp” from the Peninsula Teen Advisory Council (PTAC).

The teens are the teachers for this series! PTAC members planned various Stem activities for kids in 2nd through 6th grade. With a number of kids registered already, this looks to be an exciting Zoom class to be in! If you can't make it – don't worry, the recordings will be available on our YouTube page afterwards.

- Popsicle Stick Catapult -- February 18
- Plastic Parachute -- March 18
- Baking Soda Balloon -- April 15



## **Winter Programming:**

A classical piano virtual winter concert for Saturday, February 20

Spring art shows with PV High School in March and April

*Let's Talk About Race, Part 2* with Professor Carlos Royal of Marymount California University in April

.... and more!

~ Check out the online calendar for all upcoming events! [www.pvld.org/calendar](http://www.pvld.org/calendar)~

Take care and stay safe!

