

# PVLD DIRECTOR'S MONTHLY REPORT – MARCH 2021

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



## Curbside/Library Service Expansions

PVLD was thrilled in March to announce a reopening date for all library branches of April 6, 2021 with limited Grab & Go Services!

Grab & Go Services include access to browse the entire collection, 30 minutes of public computer usage by reservation, access to printers and computers and passport services by appointment. In accordance with LA County guidelines for reopening libraries, study rooms and meeting rooms will not be available and all in-person programming (including Storytimes) as well as other multi-person gatherings (tutoring, study groups, etc.) are prohibited at all locations. Seating is also not available in the library during this phase of reopening. For those patrons still not comfortable coming into the library, curbside service will continue on the roof of the Peninsula Center Library.

The Safety Committee, the Reopening Team and the entire staff have been working hard to ensure all PVLD libraries are ready to welcome our patrons back inside! Deputy Director Ryan Roy has been working with all library managers to ensure they have needed staffing and supplies to ensure a safe environment and Human Resources Manager Sarah Udin is calling back part-time staff members and working to ensure all public and staff desks are fully staffed. Adult Services Manager Leti Polizzi worked with Sarah to present four sessions of safety and services training to all staff and volunteers while Adult Services Assistant Manager Lessa Pelayo-Lozada updated all reference desk binders and created how-to videos with Young Readers Librarians Megan Durazo and Emily Ohara. Adult Services Librarian Laura Ishizaka and Emily completed the end cap signage throughout the library while Deb Ripley assisted Branch Manager Eve Wittenmyer and her staff to finish the entire shifting project at the Miraleste Library. Young Readers Assistant Manager Marisa Perley organized the Young Readers reference desk in preparation for a reopening and the whole YR team worked to ensure the children's area was ready for prime time.

Circulation Manager Ketzie Diaz has been working to ensure circulation duties are handled, including getting the circulation desk at the Peninsula Center library ready to serve the public again, and the IT Department has been everywhere! Digital Services Manager David Campbell and Digital Services Librarian Erik Adams have been updating the website, restating our digital signs and so much more. It's been a true team effort and impossible for me to list the names of each employee who has worked so hard.

We are really excited to have the patrons back in the library and as you can see, the entire staff has chipped in to ensure the building is as safe as possible for our reopening!

### Programming and More....



Pre-pandemic the library would have hosted the Palos Verdes High School Art show at the Peninsula Center library with art hung along our foyer walls and a lovely hosted cocktail event. Thankfully, Lessa was able to coordinate the event in the virtual world and PVLD will be hosting the PVHS Advanced Phototherapy class's [Two's a Pair, Three's a Show](#) art show online. The students did an amazing job so check it out!

Information on the show plus more exciting art opportunities can be found in our Spring Art in the Library newsletter. Check it out here: <https://mailchi.mp/pvld.org/pvld-art-in-our-library-fall-newsletter-2279764>

Laura I. and Adult Librarian Tim Parker hosted the Peninsula Center Library book club featuring engaging discussions around translations. For April the group will be reaching a Young Adult book of their choice and was given a great reading list of options from Teen Librarian Megan Durazo. The Miraleste Library book club had larger attendance as the group got used to the virtual Zoom format.

Lessa & Tim sent out 39 books to 18 different patrons in the Books by Mail program in March and welcomed one more regular member.

The librarians handle reference questions on a daily basis and as the LA County COVID case rates are improving, patrons are already asking about the Summer Concerts in the Park at Farnham Martin Park adjacent to the Malaga Cove Library. Although they are not hosted by the library, once we hear anything we will definitely let everyone know. We're just as excited to have the opportunity to be outside with our friends and family as you are!

The mammoth tusk has arrived! In partnership with the Palos Verdes Historical Society, PVLD is pleased to welcome a fascinating mammoth tusk fossil to the Peninsula Center Library. The Historical Society was extremely excited and very thankful for the opportunity to bring this piece of history out of storage and share it with the public and we are pleased to be its new home. Joe Cocke, curator, paleontologist and the person who restored the display, said the spot and the lighting (or lack of it) are perfect. The installation was covered in a nice article in the local [Daily Breeze](#).



← The installation gang! Make sure to come in and see the tusk any time the library is open.

## Highlights for Kids and Teens

The Young Readers (YR) team worked hard to get the children's area ready for the public in April with specific attention on creating an easy to access and understand area, especially since the YR desk will be unmanned when we first open. YR Librarians will continue to answer reference questions but for the first few weeks, all reference questions will be handled from the adult reference desk. To help preschoolers and their parents find the books they want, the YR librarians created new letter decals in the J Picture book section and relocated the Listen and Read and board books for easier access. Accelerated Reading informational sheets were updated to assist librarians and patrons in finding these tricky titles. Marisa completely reorganized the reference desk, created Staff Guides on YR material collections and the whole staff attended trainings on remote computer assistance.

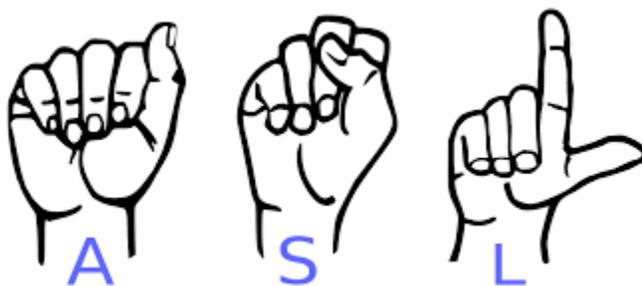
Laura H., Megan and Marisa all handled *We Browse for You* requests, each of them asking for at least 10 suggestions. Upwards of 400 titles have been suggested for this service with many patrons being exposed to books they would never have checked out for themselves. How great is that?

The Peninsula Teen Advisory Council (PTAC) had their March meeting with 11 teens in attendance. PTAC also visited the March Board of Library Trustees meeting where two members shared the programming they are working on including the STEM Camp events they have been hosting. The last camp had 13 attendees and honestly you can't go wrong making plastic parachutes, and you can't help learning about aerodynamics while you're doing it. Another great job by the PTACers!

Four particularly voracious PTAC readers participated in the Teens Top Ten program called Noteworthy Novels. This event gave them the opportunity to discuss guidelines and expectations for reviewing new titles and the gang is excited to get started.

Adult Reference librarian and Archivist Monique Sugimoto and Laura H. met via Zoom with Fusion Academy, a new school right next door in the Peninsula mall to discuss potential library "tours" and educational opportunities on the history of the Peninsula. It's exciting to see partnerships building with community members with one of our biggest still being the Living History Museum of African American Heroes. Delta Sigma Theta created a link to the [recording of the program](#) which we shared with all participants and posted on our Kids page. With over 175 viewings already – it's a winner!

The YR Department continues to present a collection of wonderful storytimes with YR Librarian Kate Rao kicking the month off with a yummy storytime about food. Marisa continues to use American Sign Language during her storytime and has been attending workshops to further her understanding. The librarians plan on offering an ASL workshop to our patrons this summer. Overall, storytimes had over 350 views in March.



## Local History Center

Monique published the 9th episode of *Pedal PV* called [Horses on the Hill](#) which included rare video footage showing Rolling Hills from the 1930s. She also started the next episode which will cover one of the defining features of the Peninsula - its open space. The *Pedal PV* project was featured in Palos Verdes Magazine, [Putting the Pedal to the Metal](#) and in the same issue featured a nice [write up of library services](#). Interest in *Pedal PV* also garnered a request from a local elementary school for Monique to do a virtual “pedal” visit with the students to talk about Local History. Very cool!

Monique and Leti coordinated with the Palos Verdes Art Center to start a “PVAC@90” themed *Your Story is the Peninsula’s Story* (YSPS) project in which community members can add images to document the activities of the Art Center over the years. Highlighted in Gail Phinney’s Southbay Magazine article [PVAC90: People & Programming](#), these memories document the entire community through its ongoing engagement with art.

In another community project with the Palos Verdes Peninsula Land Conservancy (PVPLC), Monique and Laura I. trekked the Alta Vicente Nature Reserve with the PVPLC staff and docents to videotape and cut a Virtual Tour of the Reserve. The final cut will be aired online on April 18th.



The YSPS Coronavirus Collection had new submissions this month including Deputy Director Ryan Roy’s submission showing how education has changed for his son, James. Ryan shared, “these images of my son show the difference of a year in early education: shared toys and no mask pre-pandemic became individual work in a mask during the pandemic.” Thank you for sharing Ryan, and we can’t wait to see James in the library again – with mask for now.

## Library Circulation and Collections

### **March 2021**

New Card Applications	151	Holds Requested	10,495
New Library Cards Created	138	Curbside Patrons	3,519
New Peninsula Resident Cards	68	Curbside Checkouts	15,455
New Non-resident Cards	70	Circulation	29,997
New Adult Library Cards	97	Print Jobs	0
New Children’s Library Cards	41	Mobile Equipment Checkouts	10
Magazines Circulated	897		

With a staff comprised primarily of part-time employees, the Circulation Department was hit especially hard by the furloughs back in May. One year later, Ketzie was thrilled to welcome back several of her team members as we plan for reopening the library to the public. All her staff attended an excellent customer service and safety training hosted by Sarah and Leti. Ketzie organized a welcome back get together for all circulation staff from the Peninsula Center, Miraleste and Malaga Cove libraries combined.

Ketzie and Circulation Clerk Guillermo Espinoza created a list of essential circulation duties to be done prior to opening including removing furniture not being used such as the rental items table and music display, putting textbooks into storage, cleaning up the community bulletin board, updating the bus schedules, ensuring the self-check machines and copy machines were up and running, working with Facilities to get all of the patron queue areas created, working with Finance to make sure the cash registers are working, updating the clerk daily schedules, updating staff procedures manuals, cleaning out and updating the clerk file box, and much, much more. A HUGE thank you to Ketzie, Guillermo, Circulation Clerk Susan Deo and the whole team for all their efforts. They got it all done!

Ordering materials in languages other than English were delayed during the pandemic as the vendor had issues acquiring the titles, but recently a robust order of titles in Chinese, Japanese, Korean, Russian, Farsi, French and German were ordered and we hope to have them soon.

Circulation staff helped Serials Clerk Toby Stevens with the magazine collections by first shelving them all (thank you Susan!) labeling those that needed it and then removing all of the magazine holders and storing them in a study room. Toby will be working to claim issues that were lost in 2020 but the collection is ready for our April reopening.

Technical Service Clerk Adan Becerra is hoping to bring two materials mending volunteers back into the building next month and both are excited to return to the library

Adult Services Librarian Dennis Piotrowski reviewed and enhanced the standing order collection for his areas, placing many new popular travel areas, exam and graduate school prep books on our continuations list with our major book vendor Brodart. He also weeded outdated travel and test books, monitored and restocked tax forms, and received, reviewed and distributed approximately 80 Patron Purchase Suggestions.



On July 1 PVLD will be switching our EMagazine vendor from Flipster (37 titles) to Overdrive (3000 titles) for our digital magazine platform. It should be a big win to have our best ebook collection and digital magazines on the same platform and many local libraries that have already joined include Torrance, Redondo Beach, Santa Monica, and Long Beach.

Here are some highlights:

- To start, patrons will have access to over **THREE THOUSAND** selections—including over 100 Spanish and Chinese selections and over 50 titles in Japanese.

- All magazines will be fully integrated and discoverable alongside ebooks and audiobooks on the OverDrive platform.
- All issues will be truly unlimited with no circulation caps including titles like the *Economist*.
- Magazine content is accessible via the top-rated, award winning Libby app.
- Customization and curation control will help you to group and highlight similar types of content for patrons.

## Library Facilities



Assistant Facilities Manager Vanessa Woods and her team held a meeting to discuss reopening support for all departments and various upcoming capital and repair projects.

← Vanessa and the team!

In preparation for reopening, some of the projects the Facilities team did was to repaint several of the main floor library walls at the Peninsula Center Library, add a new Plexiglas sign for the Library Shop, place physical distancing floor tape and locational signs for the Safety Committee and remove stools, tables and chairs from all branches.

At the Miraleste Library the team completed repainting the interior trim and the construction and moving of all library shelving, now ADA compliant. Branch Manager Eve Wittenmyer reported that March was a blur of shifting books - first to the temporary shelves, then back to the stacks, then shifted again to balance the collection appropriately.



“The library looks phenomenal! A million thank-yous to Facilities!” - Eve

Eve and her branch staff spent the past few weeks putting the library back together, reviewing the collections at both branch libraries and weeding old out of date titles. They’ve replaced displays with new material, assembled tax forms, readied curbside equipment for removal and generally gotten the libraries ready for April. Facility Technicians Saul Cerda and Jason Smith have dusted and cleaned and made sure that everything sparkles.

Eve also met with Ryan and members of the Peninsula Friends of the Library (PFL) to relocate the small book sale located at the Miraleste Library to a more visible location right at the entrance. Although smaller in size, we feel this high traffic location will actually serve the book sale better and are looking at a quality over quantity model. The new book sale shelves are not in just yet but are expected very soon.



A major project completed at the Malaga Cove Library was the installation of the Community Room flooring. Through a generous donation from a patron, PFL organized the installation of new laminate flooring in our (non-historic) main meeting room. The floor looks great and the staff, and the donor, are very happy.

Assistant Branch Manager Jennifer Chaffey is taking a number of calls about weddings at the Malaga Cove Library. Our venue is very appealing for its size and cost effective rates especially during the pandemic and beyond when many brides are looking at smaller more intimate affairs. Wedding rentals are a big source of revenue and staff is establishing how to best fit it into the library's community service mission and the PFL's fundraising mission. Booking weddings requires a lot of back and forth with the customers, including a tour, or multiple tours, of the building, and a fair amount of logistics for the event setup. It's a time-intensive effort but worth it in the end. Right now we are still going by the LA County guidelines for meeting rooms and working to establish when we can seriously start booking. To those in the community interested – please bear with us as we work this out!

### Diversity, Equity and Inclusion (DEI)



Lessa and Megan hosted the March BUILD Conversation Starter focused on the book *Between the World and Me* by Ta-Nehisi Coates. The discussion focused on the differences between parenting needs for members of different racial and ethnic groups, the gradation of personal hope in terms of racial equity in America depending on steps forward and backward, and a discussion of combating Anti-Asian violence.

Members of the BUILD Team and Laura H. shared PVLD racial equity resources and activities with the PVPUSD PTSA Racial Equity Council, a group comprised of all of the Diversity, Equity, and Inclusion groups on the Peninsula. We hope this is the beginning of a long, fruitful relationship and are thankful to the Dapplegrey Elementary PTA DEI committee for making the connection.

The BUILD team along with myself, Trustee Zoe Unno, Deb and Senior Administrative Assistant Brenda Sibert attended the first 3-day CREI (Cultivating Race, Equity, and Inclusion) training for the second year of the grant funded project, along with 22 other California library systems. The engaging and educational three day training event was broken into two parts, one for the first year beginners and another for those returning learners. PVLD had employees in both sessions but will merge into one comprehensive group going forward. It's exciting to see so many libraries engaging in DEI and I look forward to seeing their individual and community achievements.

## Social Media Success

The Facebook Team posted 33 times & had 137 engagements.

The Twitter Team tweeted 33 times, gained 4 new followers, & had 80 engagements.

The Instagram Team posted 22 times, gained 13 new followers, & had 435 engagements.

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

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

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



**Follow PVLD today!**

## Information Technology (IT) and Digital Services

Information Technology (IT) Manager Laszlo Latkoczy and his team prepped a variety of library technology for the reopening, including preparing laptops for door monitoring and new interior holds pickup, Renaming public computers and removing unused computers, updating the self-check out stations, updating computer reservation settings, and installing remote computer support for the Adult Reference desk. IT Administrator John Jakobsen worked with Monique to update phone messages on all library lines.

Laszlo also worked with GST to begin improving the Wi-Fi network at PVLD's facilities. The Malaga Cove Library will receive priority over Miraleste and Peninsula Center, with a full Wi-Fi survey for Malaga Cove being completed in early April by GST. Once the survey is done, IT will be able to plan the network's upgrade. Coverage for the parking lot and adjacent city-managed park will be itemized separately in the survey. The cabling schedule is still pending, but it is anticipated the Wi-Fi network upgrade at Malaga Cove will be completed this fiscal year.

## Peninsula Friends of the Library (PFL)

The PFL Virtual Literary Weekend was a great success with eight really delightful and engaging author talks happening over three days.

PVLD's own Deb Ripley interviewed Natalie Baszile about her new book, *We are Each Other's Harvest*, and Monique interviewed author Mark Obmascik for his book, *The Storm on Our Shores*. Megan interviewed Young Adult authors Austin Siegemund-Broka and Emily Wibberly and Laura H. had a great time with Mary J Hazard and her book *Smile and Say Hi*.

Congratulations to PFL Executive Director Colleen Cotter and the whole team who came together to make the event happen. I can't wait to see what PFL have in store for us next!



## Administration & Finance

A major accomplishment for the library was the completion of the project to refinance our unfunded pension liability. Working with NHA Advisors LLC, Finance Manager Will Liu spearheaded our efforts to refinance the library's almost \$6 million debt with CalPERS allowing us to better predict future budgets and save thousands of dollars in the long run. The project could not have gone smoother with the whole team pulling together seamlessly. We are exceptionally pleased to announce we were able to procure a private placement with First Foundation Bank and fully paid off our current debt to CalPERS on April 2. Will is working to draft a fiscally responsible pension investment policy that may include the addition of a 115 Trust, a project he and our Board of Library Trustees Budget Ad Hoc Committee are exploring now.

Will also met with library department managers as he works on the fiscal year 2021/2022 budget and will be leading a workshop special meeting in April with the Board of Library Trustees for further discussion prior to the final reading in June.

The Trustees met with the Strategic Initiatives Team and the Connections Team to give their feedback on creating new strategic initiatives for the District. Our current initiatives are a few years old and in need of some updating. The Connections Team is using their Harwood Public Innovator Lab experience to lead a series of conversations to garner input from the staff, the Trustees and the community of their hopes, aspirations and expectations for a robust and engaged library system. Look for invitations in the next few months for community conversations!

The Trustees have been busy this month with special meetings relating to the pension refinancing and strategic planning and will be holding more next month on DEI and budget. Executive Assistant Tami Bender has been doing an outstanding job keeping track of our Trustees' busy schedules and ensuring our agendas and minutes are up to par. Thanks Tami!

Passports have been going amazingly well with 239 passport applications executed in March bringing in \$8,365.00 in revenue. Brenda spent a good amount of time relocating the passport office back to its original location on the second floor in time for reopening. Passport Agent Susie Yanase had a challenge one Saturday this month, processing 22 passports in a single shift! This is FAR more than usual because patrons were walking in with no appointment and rather than turn them away, Susie stepped up and helped them out. A big thank you to Susie for being such a trooper but a quick reminder to all our patrons - please make an appointment.

## Staff Kudos & Updates

In sad but happy news – we said goodbye to librarian and storyteller extraordinaire Kate Rao. Kate starts as a full-time children's librarian in Alhambra and we know they will LOVE her there, and we and our patrons will miss her. Best of luck to Kate!

We also said goodbye to Sr. Branch Clerk Suzanne Dominguez. Before the pandemic Suzanne celebrated 25 years with the district and we are so grateful for her dedicated service. We will miss you Suzanne!

With the library reopening, PVLD is also thrilled to welcome back Dustin Alexander, Elizabeth Hall, Yvonne Stobiecki, Otto Catalan, Courtney Charpentier, Lubna Muttalib, Kathleen Johnson, Elizabeth Zimmerman and Antonio Walker. Welcome back guys!!

The staff has been busy with a variety of professional development opportunities: as Executive Director of APALA, Lessa attended several meetings with them. She helped write a \$100k proposal for an IMLS grant on behalf of APALA and CALA to host a national forum to discuss pathways to leadership for APIA library workers. If accepted she will serve as a project co-director.

Lessa also finished the last of her over 45 ALA Presidential Campaign visits in March culminating with a meeting with the Young Adult Library Services Association (YALSA). Now we wait until April 14 for the results of the election! Good luck Lessa!

Laura I. attended the SBCCOG Senior Working group meeting on Tuesday, 3/30.

Deb is working on 2 ALA/RUSA/RSS committees. In the Research and Stats committee, she is working on developing a bibliography and pulling together the Research Forum for ALA Annual. In Managing, Marketing and Measuring Reference Services committee they are working on a panel to talk about lessons learned regarding marketing reference and user services during COVID.

Tim completed a 4-week Infopeople course on virtual programming ideas/strategies for libraries.

### Coming up!

Author Event: Marie Benedict, April 17, 2021

Conversation Starter: Let's Talk About Race: Moving Forward, April 24, 2021

Partnership with PVP Land Conservancy for Earth Day Programming, April 22, 2021  
<https://pvplc.org/event/earthday-2021/>

Challenges in Culinary History Lecture with Richard Foss, May 24, 2021

### **Summer Reading Program!**

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

