

## Acting City Librarian's Monthly Report

### January 2021

#### I. STAFFING

- **City Librarian** – Due to the fluid nature of Public Health Orders that have required the Library to continually adjust service delivery, the City Librarian recruitment has been postponed until there is greater stability. This will allow the Department to: 1) generate vacancy savings to help mitigate the economic impact of COVID-19 on the Library; 2) focus staff resources to support essential services such as food distribution and COVID testing; and 3) proceed with facility improvements such as termite remediation at the Mission Branch Library, HVAC and lighting as well as other electrical work related to the main panel at the Central Park Library. Additional details regarding the recent suspension of Library services, the shifting of resources and plans for re-opening are described in the sections below.
- **Library Technology Assistant** – This recruitment has been completed. A conditional offer has been made and the candidate is currently completing pre-employment activities with an anticipated start date in the month of February.
- **Program Coordinator, Adult Services** – The initial round of interviews has been completed and the recruitment is now proceeding to the final round. It is anticipated that this recruitment will be completed in the month of February.
- **Library Assistant II, Lorena Romero** – Lorena applied to, and was accepted into, the California Library Association's 2021 Leadership Challenge Program. This is a program that brings librarians from across the State to develop solutions to the issues important to their communities. Leadership Challenge teams will spend six months working together virtually to research an issue and potential solutions; identify existing or model programs and develop a toolkit, white paper or other report that can be used to drive future action. Lorena's proposed project relates to how to maintain equity of library services to communities disproportionately impacted by COVID-19. For more information about the Leadership Challenge program, please visit <https://claleadership.org/the-challenge/>. December was a milestone month for Lorena as she also completed her Masters Program in Library Science.
- **Library Assistant II, Nicole Jarvis** – Nicole was one of six City of Santa Clara employees who successfully obtained their bachelor's degree through the City's Working Scholars program in December. The Working Scholars is an online platform, offered at no cost to eligible City employees, designed to allow working adults to obtain their degrees.
- **Librarian I, Rachel Hughes** – Rachel applied to, and was accepted into the California Leadership Association's "FY2020/21 Developing Leaders Co-hort". Based on a national leadership curriculum for libraries, archives and museums developed by the Library Leadership and Management Association (LLAMA). Rachel is one of 15 librarians selected throughout the State to participate in this program.

- **Program Coordinators Yu-Lan Chou (Technical Services), Rachel Schmidt (Youth Services) and Shanti Bhaskaran (Read Santa Clara** – This 3-member team applied to, and were accepted to participate in, a three-week course of inclusion and belonging. This online training program will be led by Multnomah County Library's Equity and Inclusion Manager, Sonja Ervin. The training will focus on understanding historical barriers affecting people of color, building effective cultural humility and cross-cultural communications as well as strategies for dealing with implicit bias as well as taking effective actions by bystanders in response to micro-aggressions.

## II. SHELTER IN PLACE CLOSURE

- On December 9, 2020, the State issued a Stay-At-Home Order due to the critical decline in ICU capacity. At that time, the Bay Area ICU capacity was below 14% and capacity was anticipated to decline further due to the upcoming holidays. In light of the State and Local Orders, the impact of COVID-19 on staffing capacity and a need to re-direct staff capacity to other essential City services such as food distribution programs, COVID testing and City call center operations, in-person Library services were temporarily suspended.
- During the closure, staff has utilized the time to weed, repair, re-shelve and relocate collections in the libraries. Due to a focus on curbside/appointment services, this work had been of secondary importance. The closure has allowed staff to reposition the library to deliver service more effectively when the Orders are lifted.
- In addition, staff is working on advancing on several facility maintenance projects that would otherwise be difficult to complete. Tenting of the Mission Library will be taking place to remediate termite issue and one of the sump pumps that failed and flooded the electrical room at Central Park Library has been repaired.
- During the closure, employees who could work remotely did so and greatly increased the Library's virtual programming. A grant from the Library Foundation for a 1000-participant Zoom license provided the Library with a capacity to offer a wide array of virtual programming including Comic Con @ Home. The following is a snapshot of the Youth Services Virtual Programming in December:

Live Events	
Total Live Events Attendance	34,457
Total Number of Live Events	12
Total Children Videos	
Total Storytime Online Views	2139
Total Storytime Sing Along Views	0
Total Craft Time Views	0
Total Let's Cook Views	229
Total Viernes Bilingüe Views	648
Total Turkish Storytime Views	0
Total Arabic Stories Views	359

Total Comic Con Views	46701
Total Live Program Recordings Views	8789
<b>TOTAL CHILDREN VIDEO VIEWS</b>	<b>58865</b>
<b>TOTAL NUMBER OF CHILDREN VIDEOS</b>	<b>32</b>

It is important to note that not only was attendance extremely high but attendees logged on from across the country and from around the world as well.

### III. LIFTING OF THE ORDER - PHASED RE-OPENING PLAN

The following is a summary of the Library's plan to re-open. This plan aligns with the County's projections of returning to approximately 25% ICU capacity by the end of February. The phased re-opening of services will allow for the safe return and quarantine of materials, time to distribute the large number of holds that currently exist prior to accepting new holds and to allow the Library to restore the staffing capacity needed to support in-person services.

- **February 1** – Patrons may begin returning library materials to Central Park Library. The book drop will be open 24 hours/7 days a week. Please note: all returned items will be placed on a four-day quarantine before being checked in and there will be no overdue fees charged for items returned during this time.
- **February 9** – Bookmobile service to the branch libraries will resume. This appointment-based service will allow Library patrons to pick up items at the Mission Branch Library every Tuesday and at the Northside Branch Library every Thursday.
- **February 16** – Library patrons will be able to place new holds for library materials as well as book online appointments for our “by appointment only service at Central Park Library. This service is intended to serve those who may feel uncomfortable entering the building or who have special needs that make it difficult for them to stand in the lobby service line. This service is limited due to the concierge nature of the service but will be available for appointments every Monday, Tuesday, and Thursday from 10 a.m. to 2 p.m.
- **February 22** – By appointment services AND in-person lobby services will resume. Lobby service will be available Monday, Tuesday, Thursday, Friday, and Saturday from 10 a.m. to 2 p.m. The service will also be available in the early evening on Wednesdays from 3 p.m. - 7 p.m. With the return to in-person services, we will be focusing our phone service to align with in-person lobby services (Monday, Tuesday, Thursday, Friday, and Saturday 10 a.m. to 2 p.m.) with extended hours on Wednesday from 10 a.m. to 7 p.m.
- **It is important to note that the Library has not been immune from COVID.** Many staff have been working reduced hours in order to care for their families and/or have been required to isolate due to an exposure. This has impacted the Library's ability to maintain a stable workforce and required a focus on essential services. Most recently, the Library was notified that contractors (and/or their spouses) had tested positive for COVID. In an effort to be pro-active and in

consideration of the Library's plan to begin re-opening of services, Library staff was sent home and the facility was deep-cleaned. This is one of the reasons why the phased in approach to restoring services has been necessary.

#### IV. PROGRAMMING

- **Silicon Valley Reads** – The Library is pleased to be a part of the annual Silicon Valley Reads program. This year's theme is "Connecting" through relationships, art, music, books, nature, food and animals. The schedule for February and March includes author talks, panel discussions, educational events, demonstrations, performances, activities for students, story times, and a virtual art exhibit. The Santa Clara Library will be hosting its first event – a Global Dance Party - on Thursday, February 11 at 6:30 p.m. Presented by Mosaic Silicon Valley, in partnership with Silicon Valley Reads and the Santa Clara Library, the Dance Party will be an evening to shake off the effects of COVID-19 and connect through music and dance. Lessons in dances from around the world will take place from 6:30 pm to 7:00 pm with a dance party from 7:00 pm to 8:00 pm. For a complete schedule of events, please visit: <https://www.SiliconValleyReads.org>
- **Coding Programs** - At the end of January and throughout early February, Librarian Rachel Hughes will be hosting multiple Coding Programs for different age groups. Her first Basic Coding sessions were so successful that she had to open 5 more classes. Rachel hosted "Fostering the Love of Coding" which had 132 attendees. This program was geared towards parents who wish to spark the love of coding within their children. Library Assistant Bea Leija has relaunched the Girls Who Code Program at Mission Branch Library. This year's classes are being offered to all the students whose sessions were cut short due to COVID last year. Bea is working with a volunteer instructor, Zoey Yang (from Waymo – formerly Google's self-driving car company), to provide these classes.
- **Job and Career Programs** - Northside Library offered three Job and Career Programs in January/February focused on interviews and resumes, remote work, and a recruiter panel.
  - On January 11, the library hosted a micro-panel on "How to Find Your Dream Remote Job and Silicon Valley's TEXTIT" with 327 attendees
  - On January 25, a webinar was held with Albert Qian, CEO of Albert's Job List and Referrals, on "Interviews and Resumes that Stand Out in 2021." There were 297 attendees for this program.
  - Northside's quarterly "All-Star Recruiter Panel" is scheduled for February 1. There are over 481 participants registered.
- **Zooming with Santa** – In December, 241 families were able to zoom with Santa to tell him what they want for the holidays. Each family was provided with keepsake photos of their time with Santa.