

# CITY OF MONTEREY PARK

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## Library Board of Trustees

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### Members

David Barron  
Jason Dhing  
Lisa Duong  
Larry Sullivan  
Andrew Yam

Staff Liaison  
Diana Garcia

## NOTICE OF MEETING CANCELLATION

The Library Board of Trustees of the City of Monterey Park

NOTICE IS HEREBY GIVEN that the regular Library Board of Trustees meeting of April 21, 2020 is cancelled. On March 11, 2020, the City Manager issued declaration of local emergency. On March 13, 2020, all non-essential City events were cancelled.

The next regular Library Board of Trustees Meeting will be held on Tuesday, May 19, 2020 at 7:00 p.m. in the Friends Room, second floor, Monterey Park Bruggemeyer Library, located at 318 S. Ramona Avenue in the City of Monterey Park.

The item listed below was scheduled for the March 24, 2020 special Library Board of Trustees meeting. This item was continued to the April 21, 2020 and now to the May 19, 2020 regular Library Board of Trustees meeting pursuant to Government Code §54955.1.

### AGENDA ITEMS:

7. Proposed Patron and Student Privacy Policy

Dated this 20th day of April 2020

A handwritten signature in blue ink, appearing to read "Diana Garcia", is written over a horizontal line.

Diana Garcia  
City Librarian



# Library Board of Trustees Staff Report

DATE: April 21, 2020

AGENDA ITEM NO:

**TO:** Library Board of Trustees  
**FROM:** Diana Garcia, City Librarian  
**SUBJECT:** Approval of Minutes

**RECOMMENDATION:**

It is recommended that the Library Board of Trustees:

1. Approve the minutes from the special meeting of March 24, 2020; and
2. Take such additional, related, action that may be desirable.

**EXECUTIVE SUMMARY:**

None

**BACKGROUND:**

None

**FISCAL IMPACT:**

None

Respectfully submitted by:

A blue ink signature of Diana Garcia, consisting of a stylized 'D' followed by a wavy line.

Diana Garcia  
City Librarian

Prepared by:

A blue ink signature of Gwen Kishida, featuring a large, stylized 'G' and 'K'.

Gwen Kishida  
Administrative Secretary

**ATTACHMENTS:**

1. March 24, 2020 special meeting minutes

**ATTACHMENT 1**  
Minutes  
Special Meeting  
March 24, 2020

**MINUTES  
MONTEREY PARK BRUGGEMEYER LIBRARY  
LIBRARY BOARD OF TRUSTEES  
Regular Meeting**

**March 24, 2020**

The regular meeting of the Library Board of Trustees of the Monterey Park Bruggemeyer Library of the City of Monterey Park, scheduled to be held in the Friends Room located at 318 S. Ramona Avenue in the City of Monterey Park on Tuesday, March 24, 2020 at 7:00 p.m., was cancelled.

On March 11, 2020, the City Manager issued declaration of local emergency. On March 13, 2020, all non-essential City events were cancelled.

The next regular meeting of the Library Board of Trustees of the Monterey Park Bruggemeyer Library of the City of Monterey Park is scheduled for April 21, 2020 at 7:00 p.m. in the Friends Room located at 318 S. Ramona Avenue in the City of Monterey Park.



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**City Librarian**



# Library Board of Trustees Staff Report

DATE: April 21, 2020

AGENDA ITEM NO:

**TO:** Library Board of Trustees  
**FROM:** Diana Garcia, City Librarian  
**SUBJECT:** Consent Agenda

**RECOMMENDATION:**

It is recommended that the Library Board of Trustees:

1. Approve the financial reports and expenditures; and
2. Take such additional, related, action that may be desirable.

**EXECUTIVE SUMMARY:**

Attached are the Trust and Agency Account Report and Library Fines Report for March 2020. The Receipt and Expenditures Report for March 2020 has not yet been generated by Management Services.

In regards to the Library Fines Report, please note that due to the library closure as of March 13, 2020, the library has ceased charging overdue fines until further notice.

**BACKGROUND:**

None

**FISCAL IMPACT:**

None

Respectfully submitted by:

Diana Garcia  
City Librarian

Prepared by:

Gwen Kishida  
Administrative Secretary

**ATTACHMENTS:**

1. Trust and Agency Account Report for March 2020
2. Library Fines Report for March 2020

**ATTACHMENT 1**  
Trust and Agency Account Report  
March 2020

**CITY OF MONTEREY PARK  
INTEROFFICE MEMO**

**DATE:** March 31, 2020

**TO:** Library Board of Trustees  
**FROM:** Diana Garcia, City Librarian  
**SUBJECT:** Balances in Library Trust and Agency Accounts as of March 31, 2020

**General Donations (0075 450 0075 08250)**

Beginning Balance	\$ 21,588.44
Deposits	0.00
Disbursements	(0.00)
Total Ending Balance	<u>\$ 21,588.44</u>

**Library Automation and Water Bill Donation (0075 450 0075 08260)**

Beginning Balance	\$ 21,733.57
Deposits (Water Bill Donation: 3/31/20)	292.00
Disbursements	(0.00)
Total Ending Balance	<u>\$ 22,025.57</u>

**Literacy Program (0075 450 0075 08270)**

Beginning Balance	\$ 61,435.94
Deposits	0.00
Disbursements	(0.00)
Total Ending Balance	<u>\$ 61,435.94</u>

**Library Building Trust Fund (0075 450 0075 08320)**

Beginning Balance	\$ 77,387.51
Deposits	0.00
Disbursements (CLA membership fee: Diana Garcia)	(100.00)
Total Ending Balance	<u>\$ 77,287.51</u>

**Passport Services (0075 450 0075 08325)**

Beginning Balance	\$ 162,720.31
Deposits (Passport fees)	1,350.00
(Passport fees)	1,360.00
(Passport fees)	883.00
Disbursements (CFS Products: Passport photo printer supplies)	(157.46)
Total Ending Balance	<u>\$ 166,155.85</u>

**RESTRICTED ACCOUNTS:**

Funds may be used at the discretion of the Board of Trustees for any item which would benefit the Library. This account includes the former trust accounts Bruggemeyer Memorial Library, Francisco Alonso Trust, Edgar Cohn Memorial Lecture Series and Rita Valenzuela Trust. Please note that the total comprising Rita Valenzuela's portion of this account remains at \$7,104.50.

**Library Trust Accounts (0075 450 0075 08230)**

Beginning Balance	\$ 7,757.23
Deposits	0.00
Disbursements (Awaiting transfer from Passport Services Trust Account 0075 450 0075 08325 to reimburse this account)	(0.00)
Total Ending Balance	<u>\$ 7,757.23</u>

Interest income is recorded quarterly.

**ATTACHMENT 2**  
Library Fines Report  
March 2020

CITY OF MONTEREY PARK  
YTD INQUIRY

From: 03/01/2020 To: 03/31/2020

DESCRIPTION:

ACCOUNT: 0010701001007410

END DATE: 03/31/2020

BEGIN DATE: 03/01/2020

ACCOUNT	PROJECT	DESCRIPTION	DATE	REFERENCE 1	REFERENCE 2	REFERENCE 3	REFERENCE 4	AMOUNT
0010-701-0010-07410		LIBRARY FINE	03/03/2020	CR 314437	167914			31.50-
0010-701-0010-07410		LIBRARY FINES	03/03/2020	CR 314438	167915			56.49-
0010-701-0010-07410		LIBRARY FINES	03/03/2020	CR 314439	167917			38.07-
0010-701-0010-07410		LIBRARY FINES	03/04/2020	CR 314446	167969			43.50-
0010-701-0010-07410		LIBRARY FINES	03/05/2020	CR 314471	168075			15.60-
0010-701-0010-07410		LIBRARY FINES	03/05/2020	CR 314479	168115			14.50-
0010-701-0010-07410		LIBRARY FINES	03/09/2020	CR 314641	168233			37.50-
0010-701-0010-07410		LIBRARY FINES	03/09/2020	CR 314642	168234			10.00-
0010-701-0010-07410		LIBRARY FINES	03/09/2020	CR 314643	168235			85.40-
0010-701-0010-07410		LIBRARY FINES	03/10/2020	CR 314667	168301			67.77-
0010-701-0010-07410		LIBRARY FINES	03/11/2020	CR 314675	168367			10.75-
0010-701-0010-07410		LIBRARY FINES	03/12/2020	CR 314696	168416			30.25-
0010-701-0010-07410		LIBRARY FINES	03/17/2020	CR 314740	168521			36.00-

REPORT TOTAL

\$477.33-

Previous balance 07/01/2019 - 07/29/2020 = \$ 8,889.94  
 Month to date 03/01/2020 - 03/31/2020 = \$ 477.33  
 Fiscal year to date 07/01/2019 - 03/31/2020 = \$ 9,367.27

Please note: with the library closure as of March 13, 2020, the library ceased charging overdue fines until further notice.



# Library Board of Trustees Staff Report

DATE: April 21, 2020

AGENDA ITEM NO:

**TO:** Library Board of Trustees  
**FROM:** Diana Garcia, City Librarian  
**SUBJECT:** City Librarian's Report

**RECOMMENDATION:**

It is recommended that the Library Board of Trustees:

1. Receive and file this report; and
2. Take such additional, related, action that may be desirable.

**EXECUTIVE SUMMARY:**

None

**BACKGROUND:**

None

**FISCAL IMPACT:**

None

Respectfully submitted by:

  
\_\_\_\_\_  
Diana Garcia  
City Librarian

Prepared by:

  
\_\_\_\_\_  
Gwen Kishida  
Administrative Secretary

**ATTACHMENTS:**

1. City Librarian's Report

**ATTACHMENT 1**  
City Librarian's Report

**TO: The Board of Trustees of the Monterey Park Bruggemeyer Library**  
**FROM: Diana Garcia, City Librarian**  
**SUBJECT: April 2020 Report**

Dear Library Board of Trustees -

The past month has brought with it change and challenges that none of us could have expected only a few short weeks ago.

This situation has forced us all to think quickly and creatively and to be flexible team players. Our library staff has stepped up in a variety of ways to make sure that we remove barriers and ensure access to the services we can provide from afar. We have instituted digital library cards to patrons who do not have a Monterey Park Bruggemeyer Library card, but wish to access our digital resources during the library closure. Digital resources include OverDrive ebooks and e-audio books, New York Times digital access, Britannica School for students, and TumbleBooks e-books for children. Literacy staff are also beginning to schedule online meet-ups for their students. The library has secured funding from the California State Library to subscribe to Tutor.com so that students have access to live online assistance from trained teachers and tutors during the school closures. We have also suspended overdue fines during the library closure. Additionally we have extended access so that residents may use the library's Wi-Fi from the comfort of their own cars in the parking lot from 8 a.m. to 8 p.m. during the library closure. This is especially important to students who are now doing online learning, and to residents who are connecting with family and loved ones virtually during this time. We are also providing virtual storytimes - a seemingly small gesture that has the potential to make a huge impact in restoring a little bit of normalcy in the lives of our families for whom a visit to the library is a beloved part of their weekly or daily routines.

As of Monday, March 23 only half of our full-time library staff members are working in the library building at any given time. This means that we have no more than nine or ten people in our 52,000 square foot building to maintain safe, appropriate distance. The other half of the week staff will be working from home, planning programming for when we reopen to the public, writing and updating task manuals, viewing professional webinars, and completing other tasks. Some part-time library staff members are answering questions from residents over the phone at Monterey Park's Help Desk, and I am very proud of how they have stepped up to assist our community. I have also made sure that all part-time library staff members who have had their income impacted have the necessary information about applying for unemployment insurance benefits. Thankfully the Employment Development Department is aware of the increased need for unemployment benefits and is working to expedite the claims process.

There is no manual for handling what we are currently experiencing and information changes by the minute. We continue to monitor the latest updates and information from the Los Angeles County Department of Public Health and other Los Angeles County officials. With the County's extension of the Safer at Home order, we expect to be closed to the

public through May 15, however this date is subject to change depending on the state of public health locally and statewide.

I appreciate your support during this uncertain time and I look forward to the day that we are able to reopen our doors and welcome our library family back into our building to learn, share and create together.

Diana Garcia  
City Librarian

### ***Training/Workshops/Classes***

#### **Census 2020 Workshop**

On March 4, the library hosted a Census 101 workshop for library and City staff with Beland Huang, Partnership Specialist, U.S. Census Community Partnership and Engagement Program. Mr. Huang discussed why the Census is important, demonstrated how to fill out the Census online on the official website and described the Census timeline. He also covered how to check the response rate within the community and provided informational handouts and incentives to distribute to library patrons and visitors to City Hall and other City facilities.



### **California State Library Mental Health Initiative Cohort**

The library's Mental Health Initiative cohort started their third month of training focusing on community programming and partnerships. Cohort members include: **Tommy Lam (Circulation Clerk), Deborah Niblick (Senior Librarian), Kristin Olivarez (Senior Librarian), Evena Shu (Senior Librarian), and Maggie Wang (Reference Librarian)**. On March 3 and 17, they viewed webinars focusing on outreach and partnerships. The webinars also explored examples of community programming ideas in a variety of settings and ways that partners can support and enhance library mental health programming.

### **Disaster Service Workers Training for Staff**

All library staff attended the City's *Disaster Service Workers & Stop the Bleed* training offered at City Hall on March 11 and 18. The workshop provided information on the legal obligation of California government workers to assist during emergency situations. It also provided information and questions to think about formulating a family disaster plan.

### **Whole-Hearted Libraries Virtual Conference**

On March 10, **City Librarian Diana Garcia, Administrative Secretary Gwen Kishida, Adult/Reference Teen Services Senior Librarian Deborah Niblick, Reference Librarian Maggie Wang, Teen Services Librarian Darren Braden, Technical Services Senior Librarian Evena Shu, Adult Literacy Coordinator Mary Pat Dodson, Children's Senior Librarian Kristin Olivarez, and Children's Librarian Lauren Frazier** attended Library 2.0's *Wholehearted Libraries* Virtual Conference. The mini-conference explored the human side of 21st-Century information work. Presenters spoke about what libraries are doing now to extend services, create welcoming spaces, and engage users with soft skills such as compassion, empathy, creativity, curiosity, and finding balance. Sessions focused on how librarians can nurture a positive mindset in our employees, use the power of stories to promote understanding, and extend into our global communities. As Adult Literacy Coordinator Dodson noted, the webinars provided ideas on how to grow as a library leader through mindset, empowerment, and self-aware empathic leadership by approaching leadership as primarily human interaction.

On March 30, **Library Technician Michael Le** attended the webinar *SirsiDynix COVID-19: How Libraries are Responding and How to Implement Books by Mail*. A 60 day free trial of e-resource with Project Gutenberg is being offered to students at home. The students must have blue cloud mobile, enterprise 4 or higher. The presenters talked about dealing with social isolation and how having a routine helps. Library staff should be provided opportunities for remote social interaction. The last ten minutes of the webinar were about trap holds and mail when items were not pertinent to Innovative Millennium.

On March 31, **Technical Services Senior Librarian Evena Shu and Library Technicians Michael Bathan and Michael Le** viewed the IMLS webinar *Mitigating COVID-19 when Managing Paper-Based, Circulating, and Other Types of Collections*. It suggested washing hands for 20 seconds. The expert from the CDC said COVID-19 does not survive on

cardboard for more than 24 hours, but may last longer on book covers and DVD cases. He suggested a 24 hour quarantine period for books. A viewer asked about disinfecting the books with an infrared light. The expert said that he did not know whether this would be effective and suggested asking the EPA. The expert suggested wiping down all high use areas. There is little proof that the virus can survive long on porous surfaces like carpet or concrete. The expert also suggested waiting 24 hours before cleaning a person's work area if that person tested positive for COVID-19.

On March 19, **LAMP Senior Library Clerk Jose Garcia** and **Adult Literacy Coordinator Mary Pat Dodson** attended the webinar *Tips & Tools for Teaching Online* presented by Outreach & Technical Service Network (OTAN) to provide resources to transition to online teaching.

On March 31, **LAMP Senior Library Clerk Garcia** and **Adult Literacy Coordinator Dodson** attended *Considerations When Implementing Distance Learning* presented by Jay Wright, CDE Regional Consultant, specifically pertaining to WIOA Distance Learning regulations.

Throughout March **Adult Literacy Coordinator Dodson** attended several webinars about online distance learning to assist with intent to move at least some LAMP services online. These included March 16, *Introduction to Online Teaching* presented by Out School; March 17, *Online Tools to Stay Connected to Learners* presented by OTAN; March 20, *Tips & Tricks for Teaching Beginning Level English Language Learners*, presented by OTAN; March 25, *Literacy in a Time of Rapid Change: Strategies & Resources for Online Learning*, presented by EdWeb and on March 31, *How to Quickly Move Your Orientation Online: Responding To COVID-19*, presented by Innovative Educators.

### ***Meetings and Conferences***

On March 5, **City Librarian Diana Garcia**, **Senior Children's Librarian Kristin Olivarez**, and **Children's Librarian Lauren Frazier** attended Los Angeles Music and Art School's (LAMusArt) Creative Services Luncheon at their campus in East Los Angeles. LAMusArt is a 501(c)(3) nonprofit arts organization whose mission is to offer the community of East Los Angeles, primarily its K-12 population, with equitable and affordable access to multidisciplinary arts education programs.

The Creative Services Luncheon brought together professionals from organizations serving youth on the Eastside and the San Gabriel Valley for an afternoon of networking. Library staff hopes to pursue ways to work in partnership with the staff and students of LAMusArt. Librarian Lauren Frazier has even recorded a video for PUENTE Learning Center's Virtual Career Day after meeting the center's Educational Director at the event.

## **2020 Adult Services Symposium**

**Reference Librarian Maggie Wang and Adult/Reference/Teen Services Senior Librarian Deborah Niblick** were scheduled to attend the 2020 Adult Services Symposium in Sacramento on Thursday, March 26. In response to concerns about COVID-19, the sponsor, California Center for the Book, opted to bring the event online and, eventually, canceled the all day online conference.

However, coordinators wanted to shift the conversation to focus on what libraries are doing in response to COVID-19, and opted to modify symposium topics and provide weekly presentations via ZOOM called *The Art of Gathering: In the Time of COVID-19*. **Senior Librarian Deborah Niblick** was asked to present on the mental health programming the library will be pursuing with an emphasis helping our community recover and heal.

On March 9, **Adult Literacy Coordinator Mary Pat Dodson** attended the Community Based Organization/Libraries meeting with Jay Wright, CDE Regional Consultant who provided instruction on upcoming quarterly deliverables.

On March 19, **Adult Literacy Coordinator Dodson** participated in the California Workforce Innovation Opportunity Act (WIOA) Title II Network Meeting presented by CDE Regional Consultant Cory Rayala and CAA Program Specialist, Margaret Teske. Topics included performance goals analytics and information about current circumstances. Programs were requested to complete an online Emergency Situation Survey about their individual program. Student pre-and post-testing at the program's physical site is a requirement of the grant. Since sites are closed to the public, this is a matter of concern. CDE representatives indicated that they will monitor and evaluate data throughout the developing situation.

On March 24, **Adult Literacy Coordinator Dodson** attended a required partner convening of the Los Angeles County Workforce Development Board (WDB) which is developing the first major update to its Workforce Innovation and Opportunity Act (WIOA) MOU. The focus of Phase V is presentation of the final draft Capstone recommendations. Several institutions share a percentage of infrastructure costs on a set percentage basis. In previous years, LAMP Literacy has not been required to contribute to infrastructure costs as a community-based library literacy program. This item was included in the capstone recommendations without determination of the method by which smaller programs would be required to participate in cost sharing.

## ***Staffing***

The recruitment for the vacant position of **part-time Library Clerk (Circulation)** closed on March 16. In-house interviews are on hold although online interviews are being considered.

The candidate for the position of part-time Janitor continues to proceed through the background check and physical process.

With new library hours and staff schedules, **part-time Janitors Lisa Gomez and Nathan Luttrell** worked a modified Monday through Friday schedule. They are cleaning after the staff who are working in the building and doing intensive, extensive cleaning of areas that normally they do not have the time or opportunity to often address. This includes shampooing the carpeting library-wide, cleaning ceiling vents and scrubbing down walls, etc. Sanitizing the library is of utmost importance at this time. The other two part-time Janitors, Victor Reyes and Daniel Flores, are taking this time off, partly to care for family.

## ADMINISTRATION

The **Monterey Park Library Foundation** decided to postpone its annual tea party fundraiser **Novel-Tea at the Library** to comply with State and Federal mandates to shelter at home and not to gather in groups. The Novel-Tea will be rescheduled for a date to be determined later this year.

The **Friends of the Library** Bookstore was open until March 12 but was closed as of March 13 when the City of Monterey Park closed all facilities to the public including the library. Volunteers will return when the library reopens. The bookstore earned \$527.95 from March 1 – 12.

### 2019 – 2020 ADMINISTRATION GOALS AND OBJECTIVES

#### GOALS AND OBJECTIVES

#### PROGRESS

1. Investigate options for updating the library's software system and select a hosted system that provides increased functionality and services to the public.

**In progress.** Library staff is working with Biblionix to move forward with ILS data migration and set-up. Staff will be able to work with Apollo to troubleshoot and practice with the system, with a go-live date of July 1, 2020. An all-day in-person training for library staff, initially scheduled for April 17, will be rescheduled for a date to be determined.
2. Increase staff development and team building by holding regular all-staff meetings, offering additional training opportunities to all staff members, and investigating the possibility of holding an All Staff Development Day.

**Ongoing.** Due to the closure of the library to the public and full-time staff working half on site and half at home because of concerns related to COVID-19, library staff working from home focused on participating in online professional conferences, webinars and other training sessions. The library's management team met daily and all staff met weekly via Zoom virtual meetings.
3. Work with the Library Board of Trustees to select and hire a consultant to create a new five-year Library Strategic Plan which will guide library development in accordance with community input and city priorities.

**In progress.** The hiring of a consultant to create a new five-year Library Strategic Plan will be considered for fiscal year 2020-21 if funding allows.

## **ADULT / REFERENCE / TEEN SERVICES**

From March 1 - March 12, Adult and Teen Services staff presented four public programs to adults and teens with a total attendance of 113 teens and adults. 1,575 items were checked out. Due to COVID-19 concerns, the library was immediately closed until further notice starting Saturday, March 14.

Prior to library's closure staff answered 179 reference questions and 110 technology-related questions in person or over the phone. Between the weeks of March 16 - March 31, staff has responded to 132 phone calls inquiring about the Census, the library's re-opening, returning materials, and eBooks.

## **ADULT/REFERENCE SERVICES**

### **Grant Updates**

#### **Get Fit While You Sit**

Senior Librarian Deborah Niblick has been in communication with the library's Copycat grant monitor from the State Library regarding the 2020-2021 *Get Fit While You Sit* program for seniors. The good news is the library is very close to expending all grant funds, which was a major concern for the California State Library. The library may have to postpone its original programming start date from May 1 to June 1.

While these dates are in flux, the California State Library understands deadlines are constantly changing and is willing to work with library. As of now, staff has purchased all the equipment needed to transport and conduct exercise programs, submitted surveys and forms to be translated, and secured two partnerships with Golden Age Village and the Monterey Park Senior Village.

#### **2020 Mental Health Initiative Funding Opportunity**

Senior Librarian Deborah Niblick has been in contact with Nina Loc from Chinatown Service Center Los Angeles (CSCLA) in regards to the series of mental health workshops the library scheduled for National Mental Health Month (May). Both Deborah and Nina agreed to postpone these programs for now. However, Deborah reached out to CSCLA again to look into the possibility of hosting these programs online for patrons to access from home.

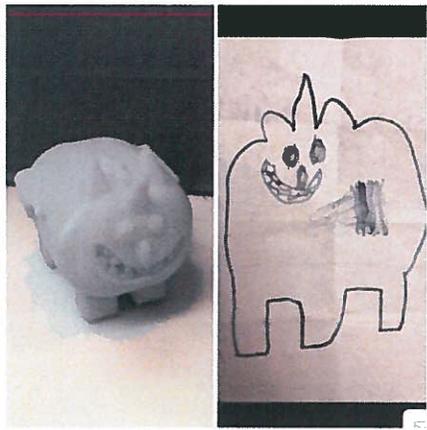
Lastly, in an effort to relieve the stress on libraries to provide mental health programming in May, the California State Library Mental Health has decided to redirect the funding it was providing participating libraries to host programs to additional staff and/or training. While the library is not obligated, under this particular funding opportunity to host mental health programs, staff is making every effort to work with CSCLA to provide this programming in

May or September as the recent pandemic has had a significant impact on the community's mental health.

### **2020 Laura Scudder Women Entrepreneur Series**

Due to the library's closure, Senior Librarian Deborah Niblick has been in communication with Chinatown Service Center Los Angeles (CSCLA) to reschedule remaining programs. The Laura Scudder Women Entrepreneur Series has been tentatively re-scheduled for the month of August. In addition to the workshops, the Women's Business Pitch Competition and Women's Business Mixer have been postponed as well. Deborah has informed participants who have registered for the competition about the postponement and will notify them with the new competition date. In addition, Deborah has notified competition judges and is optimistic these judges will be available in the future.

### **Programming**



#### **3D Printing at the Monterey Park Bruggemeyer Library**

Staff printed seven 3-D projects that included a remote control car spoiler, several figurines, and a paint brush holder. Staff also received a special project where a father and his two young daughters asked staff to print a unicorn rendered from a drawing made by the eldest daughter.

#### **2020 Laura Scudder Women's Entrepreneur Series with Chinatown Service Center**

On Sunday, March 8, the 2020 Laura Scudder Women Entrepreneur Series kicked off with one of four presentations. The first presentation focused on business planning, securing capital, and a testimony from a local business owner who shared her experience starting her own business. This workshop was presented by Elaine Pang from Chinatown Service Center Los Angeles (CSCLA). There were 20 women and men in attendance.

#### **Computer Lab**

Teen Librarian Darren Braden taught one lab session on Tuesday, March 3, focusing on Microsoft Word, Excel, and other programs to nine students.

#### **Legal Clinic**

The Asian Pacific American Bar Association canceled their March 11 free legal clinic due to COVID-19 concerns. The organization has been notified of the library's closure and will return



when the library is open for business.

### **Volunteer Hours**

Adults volunteered a total of 94 hours in March in the Adult Services Department.

## **YA Services**

### **Programming**

#### **Coding Program for Tweens and Teens**

27 students from Mark Keppel High School, Alhambra High School, Brightwood Elementary, Monterey Highland Elementary, Repetto Elementary, and St. Stephen's Martyr signed up to participate in an eight-week coding program led by Mark Keppel Hacks sponsored by 21<sup>st</sup> Century Skills grant from Southern California Edison. 15 students attended the session on Saturday, March 7.

#### **Tuesday is Your Day (Teen Study Hall)**

During the weeks of March 1-March 12, a total of 28 teens attended the weekly Teen Study Hall program to study and/or work on group projects.

#### **Midweek Movie**

On March 4, teens and adults watched the film *Knives Out*. There were 23 in attendance.

#### **Junior Friends**

The Junior Friends met on Monday, March 9, with a total of nine attendees. Teens informed Teen Librarian Darren Braden that they would not be able to make future meetings due to COVID-19.

#### **Teen Spring Fun**

On March 11, nine teens chose to play games in lieu of the original craft program as attendance was low.

### **Staff Displays**

#### **Women's History and National Peanut Month**

Reference Librarian Emily Donnelly created a display celebrating Women's History Month featuring titles from the adult nonfiction collection. Emily split the display to also promote National Peanut Month with cookbooks, plant information, Peanuts comics, and a variety of materials from the International Language collection.

### **Library AV Collection Display and Promotion**

The March Audiovisual display theme is *Music from the Movies* to promote movie soundtracks from the library's music collection.

### **Library International Book Collection Display and Promotion**

The March display theme for the International Collection promoted books featuring the art of Feng Shui.

### **Monthly Library Newsletter Distribution**

Teen Librarian Darren Braden delivered 230 library newsletters to four high schools (Mark Keppel High School, Macy High School, and Schurr High School) and one elementary school (Meher Monterssori).

## **UPDATES DURING COVID-19 CLOSURE**

In response to concerns surrounding COVID-19, the library closed to the public on Saturday, March 14. While staff is not able to assist the public on site, Adult/Reference/Teen Services staff are continuing their normal duties as well as working diligently in the following areas:

### **Collection Development**

Reference Librarian Maggie Wang is working on completing the last of her Chinese collection development duties. Maggie and Teen Librarian Darren Braden were asked to review their selection areas and evaluate what areas need replenishing and/or replacing.

### **Monterey Park Help Desk**

Reference Clerk Nicole McElhose and Reference Librarian Emily Donnelly have been staffing the City's Help Desk by answering phone calls from citizens who need help accessing city services while working on other projects such as book reviews and professional development.

### **Program Planning and Evaluation**

Staff is also taking time to plan the upcoming summer reading program while evaluating current programs and methods. In Adult Services, Reference Librarian Maggie Wang and Senior Librarian Deborah Niblick are looking for alternative methods to implement the *Get Fit While You Sit* program in the event they cannot visit senior facilities. In addition, staff will be looking into alternative methods for the 2020 Adult Summer Reading Program. Senior Librarian Deborah Niblick is investigating new ways to bring programming to patrons in the event the library remains closed to the public in the next few months (i.e., virtual programming and reference).

In Teen Services, the entire Junior Friends Executive Board will be graduating high school, which means staff will have to encourage teens to run for office. Teen Librarian Darren Braden wants to take this time to evaluate and update the entire Junior Friends program to ensure its continued success and open up new opportunities for teens.

**Spring Cleaning in Local History Collection**

Teen Librarian Darren Braden has undertaken the enormous task of maintaining the local history/special collection room and is using this time to organize materials. In the past week, Darren has discovered various files that are eligible for digitization, which would help reduce the size and need for tangible materials.

**Weeding the Adult Nonfiction Collection**

Reference Librarian Maggie Wang, Teen Librarian Darren Braden, and Senior Librarian Deborah Niblick have been working for the past year on a massive weeding project to update and refresh the Adult Nonfiction Collection. As of March 1, staff was on target for meeting the project deadline of July 1. With the closure, staff may complete the project ahead of schedule, which is great as the library will be transitioning to Apollo in July 2020. Staff has also been shifting and organizing the collection to make it more accessible and appealing.

**2019 - 2020 ADULT / REFERENCE / YA GOALS AND OBJECTIVES**

<b>GOALS AND OBJECTIVES</b>	<b>PROGRESS</b>
1. Establish seasonal book clubs to engage adults with reading in spring, summer, fall and winter.	<b>In progress.</b> Staff offered a quarterly Reader’s Advisory program for Adults entitled <i>New Reviews</i> on February 23.
2. Develop five new recommended book list brochures for teens with historical fiction, biography, award-winning books, and fiction for 7 <sup>th</sup> and 8 <sup>th</sup> graders.	<b>Completed.</b> Staff has compiled reading brochures that are now on display for the public to take.
3. Develop a new space in the Teen Room to display information for teens and parents that will include recommended booklists, teen programs, book displays, teen art, library information and other teen related information.	<b>Completed.</b> Additional signage was purchased for the slat wall in the Teen Room and brochures are on display.

## TECHNICAL SERVICES / AUTOMATION

**Acquisitions:** Staff created 149 order records in March and updated 764 records.

**ILL (Inter Library Loans):** In March, the library did not lend any books to other libraries and did not borrow any books.

**Mending and processing:** 418 items were in repair status. In March, staff cleaned 2 CD/DVDs.

**Overdrive:** OverDrive usage spiked when the library was closed from March 16 to March 31. There were 441 overall circulations including 325 eBook circulations, 114 audio book circulations and 2 streaming videos.

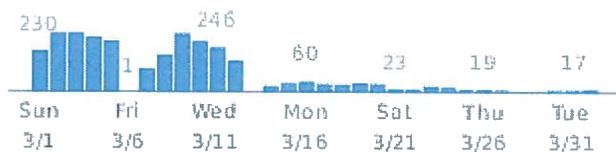
**Weeding:** 3,040 items were weeded from the collection.

**Coding class:** There were 15 students who attended the March 7 coding class. Due to the library closure, the coding classes were suspended. Students were able to use Google Classroom to access the class materials.

### Covid-19 update

**WiFi:** Staff discontinued the need for a password to access the library's WiFi starting on March 24. Visitors are able to access a WiFi signal while in the library's parking lot from 8 a.m. to 8 p.m. daily. Despite this, following the library closure, the number of users for WiFi decreased from 246 per week to 17 per week.

### Clients per day



## 2019– 2020 TECHNICAL SERVICES GOALS AND OBJECTIVES

1. Upgrade web filtering and mobile security of the library's Internet access to continue to meet Federal standards and ensure future funding.

**Completed.** Technical Services staff purchased the content filter hardware. Staff mounted the hardware on the rack. Staff applied and SSH certificate. Staff installed Content Appliance and set up the Policy in October.

2. Develop new coding and robotics classes to build 21st Century technology skills for tweens and teens.

Completed. Staff recruited volunteers from Mark Keppel Zero Robotics Club to develop the curriculum for the coding robotics class. Volunteers taught the youth how to design webpage and video game using JavaScript.

## CIRCULATION SERVICES

Due to the COVID-19 virus pandemic, the City decided to close all public buildings on Friday, March 13. As the library is normally closed on Fridays, supervisors came in on their usual day off to make needed changes. For Circulation that involved shutting down self-checkout and public copier machines and changing voice mail on telephones and signage for the doors to alert patrons. The ILS system needed to be changed to include the additional closed days which would eliminate accruing overdue fines (the library never charges overdue fines when closed). Holds that were processed were cancelled and patrons will be notified once the library reopens of their hold availability. All library notifications regarding items checked out were stopped. Circulation part-time staff members were notified that they would not be working until April 20, at that time the scheduled date to reopen the library to the public.

On Wednesday, March 18 the City directed Circulation Supervisor Julie Villanueva to work from home as she was considered high risk. It was also decided due to the risk of handling returned library material the outside book returns would be closed to the public.

On Friday, March 20 the City decided that the remaining full-time staff would work 20 hours a week in the building while working 20 hours from their homes to comply with social distancing.

Allowances have been made to renew expired library cards to a new date of May 31 so patrons trying to access the library's digital resources can still do so. The library is also offering to provide new library cards to patrons who do not have a Monterey Park Bruggemeyer Library card either over the telephone or online. Staff have decided due to the many calls and emails regarding returning items, even though the library was not charging overdue fines, to allow patrons to return library materials through the outside book return Monday through Friday, effective Monday, March 30. These returned items will be quarantined for three days before Circulation staff check in the items and put them back on the shelves. Circulation staff have issued two new library cards over the telephone and have answered 71 telephone calls since the library closed.

When in the building, Circulation staff is assisting the City by making wellness checks via telephone calls to the elderly residents of the City. Staff has a list of resources to assist with any questions and the telephone number to the City help desk to provide to residents. Many times the phone call becomes a simple conversation that a resident is sharing due to social distancing. With no part-time staff working, full-time Library Clerks have completed shelving of material that was returned before the closure. Once that was completed, cleaning and disinfecting of hard surfaces including shelving and book carts was done by staff.

Lina Nguyen received Employee of the Month for March for conducting the computer classes in Vietnamese and assisting the Reference Department with the purchase of Vietnamese materials.

### **Circulation Staffing – Professional Development**

One of the tasks staff are completing from home is watching webinars. COVID-19 webinars developed specifically for libraries in regards to safe procedures, digital offerings and also handling of return library materials have been viewed. Also training videos of the new ILS Apollo are being viewed. New Circulation procedures are being written or revised as needed. All staff completes a Google form listing tasks completed or what was worked on when working at home.

## **2019 – 2020 CIRCULATION GOALS AND OBJECTIVES**

<b>GOALS AND OBJECTIVES</b>	<b>PROGRESS</b>
1. Examine state of the art, user friendly library systems that will accommodate the needs of our library by automating daily functions to enhance productivity of Circulation staff and free staff to be more available to serve patrons.	<b>Completed.</b> Biblionix has been selected as the company to update the library's ILS. The Apollo technology combined with well trained, service-oriented staff will provide high quality service to the public.
2. Using the trainings and information obtained from the Library's customer service committee, staff will implement the expanded knowledge and skills acquired to develop a refined customer service approach.	<b>Ongoing.</b> Circulation staff will make the choice to better serve patrons using enhanced customer service, consistency, a positive attitude and teamwork to meet and exceed patron expectations.

## LAMP LITERACY / CITIZENSHIP

During closure to the public, the LAMP office is concentrating on maintaining relationships with learners and tutors. Maintaining contact provides social interaction, a sense of continuity, and increases the likelihood that participants will return to on-site classes in the future.

LAMP Office staff continue performing daily tasks related to tutor and learner interaction, as well as taking inventory, assessing and ordering LAMP collection materials and equipment. WIOA related tasks such as required student surveys continue. Policies and procedures are being updated.

On March 18, to protect the workforce and help mitigate the spread of COVID-19, United States Citizenship and Immigration Services suspended all routine face-to-face services at all their offices, including interviews and naturalization ceremonies. LAMP contacted affected citizenship students to clarify the communication they received from the USCIS.

On March 19, the U.S. Department of State Passport Services issued notice that due to public health measures to limit the spread of the coronavirus, all passport agencies (not local facilities) are closed. LAMP contacted all scheduled passport applicants to inform them of this change.

### **ESL and Citizenship Classes**

**Adult Literacy Coordinator Dodson** and, **Senior Library Clerk Jose Garcia** are investigating compatible online programs for ESL, Citizenship and One-to-One Tutoring. They have decided on using Zoom as a pilot program with the Advanced ESL Classes. **Adult Literacy Coordinator Dodson** held individual Zoom meetings with Daisy Liu, Conversation Class and Book Club Instructor, and Sam Fechenbach, Advanced ESL Instructor, about hosting their classes using Zoom. Both are excited about trying to reunite with their classes online. The intent is to begin classes at the beginning of the first full week of April. After gathering information from Ms. Liu and Mr. Fechenbach, the next step is to pilot two additional ESL classes using the Zoom platform.

### **Claremont Colleges**

Several sessions with Claremont Pitzer College Citizenship Coaching met in March prior to the closure. Five well-prepared, generous students arranged by **Asian American Studies Professor Kathleen Yep** coached ten LAMP Citizenship Preparation Class students in one-to-one sessions.

### **Passports**

This month, the LAMP office processed a total of 54 applications and took 11 passport photos.

**New Citizens**

New citizens during March included Helen Wang, Muzhen Liu, Juan Li and Wei Sun.

LAMP provides multi-dimensional citizenship preparation through group Citizenship Classes, One-to-One Citizenship Coaching, and the Claremont Colleges Partnership Citizenship Coaching. After a student is notified of their scheduled naturalization interview, they experience One-to-One Citizenship Interview Testing (CIT) with certified test administrator, **Jose Garcia**. The CIT is a standardized oral assessment that assesses the speaking skills of adult ESL and citizenship learners in preparation for the official naturalization interview.

**LAMP Statistics for March 2020**

<b>Programs</b>	49	
<b>Program Attendance</b>	505	
<b>Students Served this month</b>	260	
<b>Student hours</b>	828	
<b>Total Students</b>	YTD 515	Projected 750
<b>Total Hours</b>	YTD 10,666	Projected 25,000
<b>Items Circulated</b>	22	
<b>Passports</b>	54	YTD 995
<b>Passport Revenue</b>	2,055	YTD \$40,795

**ESL and Citizenship Preparation Classes**

Citizenship Preparation	Mondays	6:00 – 8:00 p.m.	Lilian Kawaratani
Citizenship Preparation	Wednesdays	10:00 a.m. – 11:30 a.m.	Annabelle Chu
Citizenship Preparation	Sundays	1:00 – 3:00 p.m.	Lee Zambrana
Citizenship Support	Wednesdays	10:00 a.m. – 12:00 pm	Betty Li
Citizenship Support	Sundays	1:00 – 3:00 p.m.	Kok Bing Lee
ESL Beginning Literacy	Saturdays	10:00 a.m. – 12:00 p.m.	Sunny Zhang
ESL Beginning Low	Mondays	6:00 – 7:30 p.m.	Yun Chen
ESL Beginning High	Mon/Wed	12:00- 1:30 p.m.	Sam Fechenbach
ESL Intermediate Low	Tue/Wed/Thurs	1:00-3:00 p.m.	Nancy Gilmore
ESL Intermediate High	Mon/Tue/Wed	3:00 – 5:00 p.m.	Richard Hollingsworth
ESL Advanced	Tuesdays	7:00 – 8:30 p.m.	Sam Fechenbach
ESL Conversation	Sundays	1:00 – 3:00 p.m.	Daisy Liu

## 2019 – 2020 LAMP GOALS AND OBJECTIVES

GOALS/OBJECTIVES	PROGRESS
1. Improve on the method used to assess learners in the One-to-One tutoring program to assist volunteer tutors in creating lessons centered around each student's individual goals.	<b>In Progress</b> The selected evidence-based assessment instrument is being proofed and collated.
2. Develop an online tutor training course for potential volunteers to complete if they are unable to attend the scheduled trainings at the library.	<b>In Progress</b> ESL and One-to-One Online Tutor Training accounts have been established with ProLiteracy and Florida Literacy Coalition in partnership with California Library Literacy Services (CLLS). Prospective and current tutors are being informed of availability and usage. (Florida Literacy Training is temporarily unavailable.)

## CHILDREN'S SERVICES

Children's staff presented **22 public programs and storytimes** to **374 parents and children** during the month of March 2020.

Staff hosted **one field trip** to the library and **one outreach visit** which served a total of **40 teachers, parents and children**, bringing **total programming attendance to 414** for the month. Staff answered **226 reference questions** in person and over the phone.

In March **78.8% of the library's total circulated items were Children's materials**. A total of **5,900 children's items were checked out** during the month.

### Library Closure

Since the library closure beginning on March 13, Children's staff members have been working 20 hours at home and 20 hours in the library per week. While in the library, staff have focused their attention on collection maintenance and development. Staff are reviewing materials in the Children's Non-Fiction collection and weeding items that are worn, outdated or not circulating. Due to the influx in discards as a result of the weeding project, Children's staff are also assisting Technical Services with discarding materials.

In an attempt to continue providing services to the community, staff have been preparing to perform virtual storytimes by testing technology, researching publisher copyright permissions, viewing other libraries' storytimes and practicing in front of the camera. Staff plans to provide three virtual storytimes weekly beginning in April.

While at home, staff has been updating recommended reading lists for children, watching webinars on a variety of topics related to library services, and planning future programs for children and their families, including possible virtual programming.

### Programming

#### Homework Help

In March, teen volunteers from local high schools provided four days of Homework Help and **assisted five children with 19 questions**.

#### Afterschool Art

On March 12, **four children and three caregivers** created art using bubble wrap and tempera paint.

### **Mandarin Storytime**

Mandarin Storytime is a new monthly program being led by returning Children's Services volunteer Ana Fan. This program is for children of all ages and their families and is conducted solely in Mandarin. On March 5, **16 children and 15 caregivers** attended the first Mandarin Storytime, where they read books, sang songs and practiced rhymes in Mandarin.



## Community Partnerships, Class Visits, Outreach and Field Trips

### Alhambra, Los Angeles and Montebello School Districts

Staff hand delivered monthly library calendar/brochures to elementary, middle and high schools, and private preschools in Monterey Park.



In March, Children's staff hosted one field trip to the library by the Garvey Ranch Park Parent/Child Class. Staff visited Children's Court to provide services to children, teachers and parents.

Outreach efforts served a total of 40 children, teachers and parents in March.

Following the library closure, staff also emailed Alhambra, Garvey and Montebello school districts, as well as private schools in Monterey Park to share information about online resources available through the library, WiFi access, digital library cards and virtual storytimes.

## Literacy Extension

In March, **61 children participated** in the literacy extension activity, which was created to help educate children about the 2020 Census. Children were tasked with locating book characters that were hidden around the Children's Department. Each character was labeled with a letter that would help them spell out a new census-related word each week.

## 1,000 Books Before Kindergarten

Children read **600 books** in the *1,000 Books Before Kindergarten* program, which encourages early literacy and learning in the home for children birth through preschool. **Five new children signed up** for the program this month and **one child completed the program**.

## 2019-20 CHILDREN'S GOALS AND OBJECTIVES

GOALS/OBJECTIVES	PROGRESS
1. Add a new Parenting Collection consisting of new and popular books for caregivers on promoting and supporting the physical, emotional, social and intellectual development of children from infancy to young adulthood.	<b>Completed.</b> The collection has been processed and shelved in the Children's Department. Signage has been created and staff is promoting the collection in storytimes and via the web and print.
2. Continue to build connections and enhance the library's presence in the community through staff outreach to public and private school and host field trips with educate children, parents and teachers on the services of the library.	<b>Ongoing.</b> In March, staff hosted one field trip and one outreach visit; serving a total of 40 children, teachers and caregivers.

# MONTEREY PARK BRUGGEMEYER MEMORIAL LIBRARY

## TECHNICAL SERVICES/AUTOMATION STATISTICAL REPORT

March 2020

Submitted by Evena Shu, Technical Services Senior Librarian

<b>March 1st 2020</b>	<b>Cumulated Total</b>	<b>Cumulated Deleted</b>	<b>Added March 2020</b>	<b>Deleted March 2020</b>	<b>Gain/Loss March 2020</b>	<b>Changes March 2020</b>
<b>Items records</b>	134,414	273,779	482	3,040	-2,558	
<b>Bib records</b>	121,691	212,664	319	2,753	-2,434	764
<b>Authority records</b>	105,770	90,481	413	701	-288	
<b>Order records</b>	18,412	74,102	149	0	149	
<b>February 1st, 2019</b>	<b>Cumulated Total</b>	<b>Cumulated Deleted</b>	<b>Added February 2020</b>	<b>Deleted February 2020</b>	<b>Gain/Loss February 2020</b>	<b>Changes February 2020</b>
<b>Item records</b>	136,972	270,739	515	943	-428	
<b>Bib records</b>	124,125	209,911	638	887	-249	499
<b>Authority records</b>	106,058	89,780	1,161	482	679	
<b>Order records</b>	18,263	74,102	379	0	379	

<b>CIRCULATION STATISTICS</b>	<b>ITEMS</b>	<b>PERSONS</b>	<b>HOURS</b>
<b>ATTENDANCE</b>		8,029	
<b>HOURS OPEN</b>			82
<b>CHECK-OUT AND RENEWAL</b>	7,457		
<b>CHECK-IN</b>	6,461		

**PATRON REQUESTED HOLDS** 29

**FILLED HOLDS**

Monterey Park	19
Alhambra	2
Los Angeles County	2
Montebello 1	
Rosemead 1	
<b>Total</b>	<b>23</b>

**MEESCAN** Total number of sessions 18  
**USAGE** Items checked out 84

**SELF-CHECKOUT MACHINE USAGE**

**Patrons by Day of the Week**

<u>DAY</u>	<u>OK</u>	<u>REFUSED</u>	
SUN	35	3	
MON	26	6	
TUE	29	2	
WED	19	1	
THU	17	1	
FRI	0	0	
SAT	7	0	
<b>TOTAL</b>	<b>133</b>	<b>13</b>	<b>146 Patrons</b>
Feb 2020 total	329	28	357

**Items By Day of the Week**

<u>DAY</u>	<u>REFUSED</u>	<u>ISSUED</u>	<u>RENEWED</u>	
SUN	4	200	0	
MON	1	122	0	
TUE	2	43	5	
WED	1	81	0	
THU	1	91	0	
FRI	0	0	0	
SAT	1	28	0	
<b>TOTAL</b>	<b>10</b>	<b>565</b>	<b>5</b>	<b>580 items</b>
Feb 2020 total	23	1,226	18	1,267

# LAMP MONTHLY STATISTICAL REPORT

March 2020

A. TUTORS	ACTIVE FROM LAST MONTH		NEW	DROPPED	ACTIVE AT END OF MONTH		TOTAL YTD*		PROJECTED TOTAL 2019 - 2020	
	#	HOURS			#	HOURS	#	HOURS	#	HOURS
ESL	6	87	0	0	6	45	7	477	10	1200
CITIZENSHIP	5	60	0	0	5	28	6	392	40	1000
BASIC	13	36	0	1	12	22	13	368	40	1200
FFL	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>24</b>	<b>183</b>	<b>0</b>	<b>1</b>	<b>23</b>	<b>95</b>	<b>26</b>	<b>1237</b>	<b>100</b>	<b>3400</b>

B. LEARNERS	ACTIVE FROM LAST MONTH		NEW	DROPPED	ACTIVE AT END OF MONTH		TOTAL YTD*		PROJECTED TOTAL 2019 - 2020	
	# of students	# of hrs			# of active students	# of hrs	# of students	# of hrs	# of students	# of hrs
ESL	148	1334	7	13	142	570	282	7655	400	17400
CITIZENSHIP	111	406	2	11	102	233	212	2640	300	6500
BASIC (1-to-1)	17	36	0	1	16	25	21	371	30	1000
DIST. LEARNING	0	0	0	0	0	0	0	0	20	100
FFL - Adults	0	0	0	0	0	0	0	0	0	0
FFL - Children	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>276</b>	<b>1776</b>	<b>9</b>	<b>25</b>	<b>260</b>	<b>828</b>	<b>515</b>	<b>10666</b>	<b>750</b>	<b>25000</b>

\* Total from previous month + new tutor/students

C. TRAINING WORKSHOPS				
	Last Month	This Month	YTD	Projected 2019-2020
Workshops Held	0	0	0	10
# of Tutors Trained	0	0	0	25

D. STUDENTS WAITING	
ESL & citizenship classes	4
One-to-one	38
Referred to other institutions	0

E. OFFICE VOLUNTEERS	
# OF VOLUNTEERS	1
HOURS	2

US CITIZENS	New	YTD
Passed	4	38

Passports	New	YTD
Executed	54	995

Reference Qs	New	YTD
ESL	98	1385
Citizenship	53	1015
Passports	184	2566