



Library Board of Trustees Staff Report

DATE: June 5, 2020

AGENDA ITEM NO: 5

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:

A blue ink signature of Diana Garcia, written over a horizontal line.

Diana Garcia
City Librarian

Prepared by:

A blue ink signature of Gwen Kishida, written over a horizontal line.

Gwen Kishida
Administrative Secretary

ATTACHMENTS:

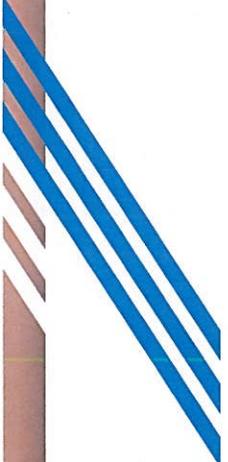
1. City Librarian's Report

ATTACHMENT 1
City Librarian's Report

City Librarian's Report

June 5, 2020





I. Library Services During Closures

II. COVID-19 Precautions and Protocols

General Info and Timeline

Staff Protocols

Public Protocols



CONTACTLESS CHECKOUT

- Began this Monday, June 1
- Patrons place items on hold using the online library catalog at <http://library.montereypark.ca.gov/>, or by calling the Circulation Department at 626-307-1366 to request items. **There is a limit of one request per week, per household with up to 20 items per request.**
- The library will call you when your items are available for pick up. Pick up of materials is available Monday through Friday from 10:00 a.m. to 5:00 p.m.
- Library staff will prepare your items and check them out to your library card. These items will be available for pick up for 24 hours after notification.

Virtual Storytimes

- Four weekly programs broadcast live and archived on YouTube
- Shoutouts to children and families
- Special guest readers from Fire Department
- Views since starting Virtual Storytime: **3,802**



English and Citizenship Classes

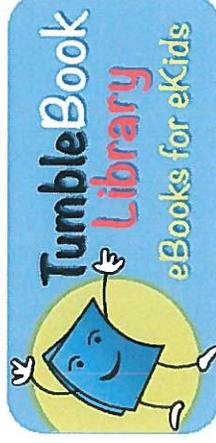
Offerings currently include:

- Beginning High, Beginning Low, and Advanced ESL classes
- English as a Second Language Book Club
- Citizenship Classes

e-Books and Online Resources

- OverDrive ebooks & audiobooks
- Prenda coding courses
- Britannica School Edition
- Consumer Health Resource Center
- New York Times
- NewspaperArchive
- Teachingbooks.net
- TumbleBooks ebooks for kids
- TumbleMath math ebooks and quizzes
- Tutor.com online homework help and test prep
- USA Learns- Learn English and US Citizenship

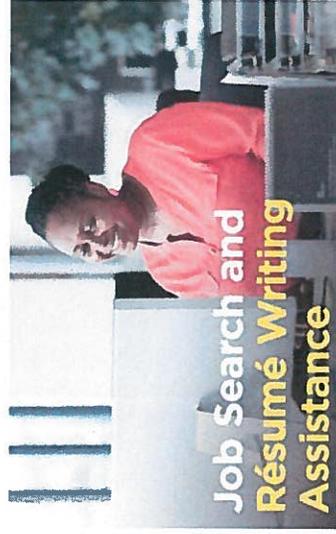
Borrow ebooks & audiobooks with your library card!



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- Free Live, Online Tutoring
- Resume Help, Test Preparation, English as a Second Language, Citizenship Coaching, Writing Lab, ACT/SAT test preparation from The Princeton Review, Advanced Placement course videos and much more
- Tutors are available in over 60 subjects and live help is available in English and Spanish
- This service is being provided thanks to a grant from the California State Library



Online Summer Reading

- Beginning June 8, 2020 and through July 24, children, teens and adults can register for the challenge by visiting montereypark.beanstack.org or downloading the Beanstack app
- Participants keep track of their reading to receive prizes and virtual badges



COVID-19 - General Info and Guidelines

- Administration keeps apprised of daily State and County COVID press conferences and all updates in LA County Health Orders
- Reopening to the public must first be deemed permissible under LA County Health Order
- Reopening to the public will likely not take place immediately after deemed permissible under LA County Health Order
- Conservative, safe approach to reopening
- Exact protocols for reopening will be established by LA County Health Officer Orders
- Protocols are subject to change based on the Governor's executive orders, LA County Health Officer orders, and/or emerging science.

COVID-19 - Staff Measures

The following measures were in place prior to COVID-19 and continue to be practiced:

- All employees are told not to come to work if sick.
- Break rooms, restrooms and common areas are cleaned nightly by janitorial staff.
- Disinfectant wipes, hand sanitizer and gloves are available to all employees.
- Soap and water are available in all restrooms.
- Employees are allowed frequent breaks to wash their hands.

Timeline of Additional Measures:

- February: Staff members expressly encouraged to wear **face masks** and reminded that the Library has **gloves** available for use
- March 13: Facility closed to the public
- March 16: All desks or individual workstations separated by at least six feet
- April 8: All employees given free, cloth face coverings which must be worn at all times in shared spaces
- April 9: Signage at each entrance posted to inform all employees to avoid entering the facility if they have a cough or fever; to maintain a six-foot distance from one another at all times. Signage posting a copy of the **Los Angeles County of Public Health's Appendix A: Social Distancing Protocol** at each entrance to the facility
- April 14: Temperature checks being conducted before employees may enter the workspace

COVID-19 - Public Measures

ANTICIPATED protection measures in place at the Monterey Park Bruggemeyer Library in response to COVID-19:

Reduced Building Capacity

The Library will limit the number of people inside the facility during this time.

Fever or Other Symptoms

Patrons asked to stay home if they have a cough, shortness of breath or fever over 100 degrees, have any COVID-19 symptoms, or have been exposed to the virus. Patrons exhibiting obvious symptoms may be asked to leave the building.

Face Coverings

Employees, staff, patrons and visitors must wear a face covering that covers their mouth and nose at all times while in the library.

Seating

Seating may be limited under LA County Health Order.

Elevator Use

Only one person in the elevator at a time. Members of household groups are exempt from this rule when riding the elevator with other members of the same household.

COVID-19 - Public Measures, cont.

No Group Study Rooms or Meeting Room Reservations

There will be no Group Study Rooms or Meeting Room use until social distancing protocols are lifted by the Los Angeles County Department of Public Health.

Physical Distancing

Stay at least 6 feet (about 2 arms' length) from other people whenever possible. Members of household groups are exempt from this rule when interacting with other members of the same household.

Public Computers

Public Computers will be set up to practice physical distancing. Library staff will not physically touch keyboards or computer mice. No Chromebook checkout will be available.

iPads and Children's Toys

iPads and toys in the Children's Department will not be available.

No Unaccompanied Minors

Children 8 years and younger must be accompanied by a person at least 18 years old at all times.

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

National Library Week

National Library Week was scheduled for April 19 – 25. With the library closed to the public, staff had to be creative in celebrating. Several staff were videotaped speaking about their roles at the library, their favorite books or online resources, what they liked best about working in a library and what the library is doing during its temporary closure. These videos can be found on the Library's Twitter account at <https://twitter.com/MontereyParkLib>.

Senior Librarian Deborah Niblick recorded a special National Library Book Talk for patrons to view on YouTube. She discussed the New York Times bestseller *Normal People* by Sally Rooney. Her video can be found on the Library's Twitter account or accessed through the City of Monterey Park's YouTube channel.

National Library Workers Day was scheduled for April 21. Traditionally, the Friends of the Library kindly fund a lunch for staff with Friends Board members bringing in the food and staying to visit with staff. Since this was not possible this year, City Librarian Garcia generously brought in boxed lunches for staff.

Tutor.com

The library has added **Tutor.com** to its digital resources. Tutor.com provides online homework help to students from K12 to college level. Live tutoring will be available seven days a week from 8 a.m. – 10 p.m. Fully Spanish bilingual assistance in math, science and social studies will be available from 11 a.m. – 10 p.m. Those viewing the site can choose a Spanish language version. Tutor.com also provides assistance for ESL learners. Non-school curriculum subjects available include computer literacy, citizenship testing, and job seeking help. The site also includes a Client Resource Center which provides more resources and tools including document submissions, practice tests, whiteboard, messaging and printables on many different subjects.

Currently Tutor.com is accessible from the comfort of patrons' homes. When the library reopens, Tutor.com will enable in-library usage. Patrons will only need a library card to log into the service.

As previously reported, the State Library provided \$3,000 in Crisis Collection funding which will pay for 322 live tutoring sessions. The service will run until the end of June or until the sessions are used up. If the sessions are not used up by the end of June, the service can be extended.

For staff, Tutor.com provides a monthly client report on the third day of each month. Data provided includes the subjects on which patrons are requesting help, average wait time, average help time and other useful information. A survey is sent to each user after every

live session asking for input to help improve service. A Client Portal is also accessible for staff to gain real time data on usage.

Training/Workshops/Classes

During this period, staff have been participating in webinars and online trainings and classes, particularly on the subject of library service during and post COVID-19. Library staff also continue to practice with the new Apollo ILS in preparation of the migration which will go live on July 1.

Reference and Teen staff members have been busy with trainings regarding mental health, digitizing local history, information literacy and health information literacy, cultural competency, and consumer protections (i.e., preventing identity fraud).

Technical Services staff have attended webinars on data privacy, educational resources, mental health, interlibrary loans, and holding lists.

Circulation staff members have participated in webinars or trainings with topics that include customer service, working remotely, fine-free libraries and the post-pandemic library. COVID-19 webinars developed specifically for libraries in regards to safe procedures, digital offerings and also handling of return library materials have been viewed. New Circulation procedures are being written or revised as needed.

LAMP staff have attended webinars and trainings regarding developing distance learning, citizenship class resources, ESL student resources and new CLLS and WIOA guidelines.

Children's staff viewed webinars on leadership, virtual storytimes, serving patrons and self-care during a crisis.

Meetings and Conferences

On April 2, **Evena Shu, Technical Services Senior Librarian**, attended the *Technical Services Virtual Meet-Up*. The Meet-Up discussed concerns including backlog of cataloging and processing, lack of VPN connectivity and issues of material handling. There was concern that physical collections would be impacted by emphasis on electronic materials access; adding eContent is admirable but it could exacerbate the digital divide. Some library staff are cataloging library materials using Amazon without the items in front of them. Remote acquisition and invoicing is also challenging.

On April 2, 16 and 30, **Mary Pat Dodson, Adult Literacy Coordinator**, attended California Library Literacy Services (CLLS) online Networking Conversations. The purpose of the network conversations is for State Library Literacy staff to hear and attend to literacy

program questions, support network library literacy programs, and promote communication during these challenging times.

On April 16, **Adult Literacy Coordinator Dodson** and **LAMP Senior Library Clerk Jose Garcia** participated in the California Workforce Innovation Opportunity Act (WIOA) Title II Network meeting presented by CDE Regional Consultant Cory Rayala and CASAS Program Specialist, Margaret Teske. Topics included COVID-19 updates particularly about remote student pre- and post-testing. Current guidelines require proctored testing and future accommodations may be made. CDE representatives reiterated that all programs are experiencing similar circumstances and CDE will monitor and evaluate continually throughout the developing situation.

On April 30, **Adult Literacy Coordinator Dodson** attended a Community and Faith-Based Organization/Library Literacy WIOA Title II Network meeting, presented by Catherine Peacock, CDE Representative and Carolyn Zachry, CDE Education Administrator. Information included that going forward, it is likely that all programs will make slow movement toward a blend of on-site and online programming. Because of this, guidelines are in a state of adjustment and will continue to change. LAMP is currently focused on providing some online programming for participants. Because many LAMP participants possess early English as a Second Language skills, early computer literacy skills and possibly early English reading skills, this requires a strategic, concentrated effort.

Staffing

Due to an anticipated budget shortfall and the library closure due to COVID-19, all part-time staff (with the exception of limited hours for part-time Janitors) have had their hours reduced to zero at this time. The part-time staff members have not been laid off and remain on the payroll books. If economic conditions improve, they could return to work.

Although recruitment for the vacant position of **part-time Library Clerk (Circulation)** closed on March 16, further processing has been put on hold for the time being.

The library has cancelled the hiring of the candidate for the **part-time Janitor (Administration)** vacancy. The candidate being considered had not yet completed the background check and physical process.

Part-time Janitors Lisa Gomez and Nathan Luttrell continue to work 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. Sanitizing the library is of utmost importance at this time. Lisa and Nathan have worked to steam clean the carpets and scrub the staircase and walls – the latter in hopes of re-painting some areas. The other two part-time Janitors, Victor Reyes and Daniel Flores, continue to take this time off, partly to care for family.

ADMINISTRATION

The Monterey Park Library Foundation met virtually on April 20. City Librarian Diana Garcia and Administrative Secretary Gwen Kishida attended the meeting along with Foundation President Bob Gin, Vice President Carol Sullivan, Foundation member Kristen Phung and Library Board liaison Jason Dhing. The Foundation had pledged \$15,000 towards new furniture for the Adult reading area. The library planned to supplement this with an additional \$3,000 from the library's budget but because spending on non-essential items is frozen, the library will not be able to contribute this additional funding. City Librarian Garcia planned to revise the order to reduce the total cost to stay within the Foundation's donation amount but the Foundation pledged to help make up some of the difference by contributing up to \$2,000 towards this project. The quote was amended to get the total cost below \$17,000.

The Foundation members also discussed their plans for the upcoming year considering COVID-19. The Foundation already cancelled the Novel-Tea fundraiser originally scheduled for March 28. They had hoped to reschedule this event for later in the year, but this is looking unlikely. Foundation member Kristen Phung will draft a letter to those who had paid for tickets to ask if they would agree to make the ticket cost a donation to the Foundation/library or if they would want their checks returned to them. Foundation members are still hopeful that the Foundation will be able to hold its annual Gala in fall 2020 despite the uncertainty regarding restrictions on large gatherings.

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 have been working 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 had been scheduled for April 17, but the training will now be online on May 13, 14 and 15. |
| 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 | 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 |

All Staff Development Day.

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.

Amended. The hiring of a consultant to create a new five-year Library Strategic Plan has been postponed as funding for fiscal year 2020-21 will not allow the expenditure.

ADULT / REFERENCE / TEEN SERVICES

During the month of April, staff answered 68 phone calls ranging from when the library will re-open, shelf checks, and information requests for local history.

ADULT/REFERENCE/YA SERVICES

Grant Updates

2020 Mental Health Initiative Funding Opportunity

Staff resumed training after the Mental Health Initiative Cohort took a two week hiatus. The Monterey Park Bruggemeyer Library is no longer obligated to implement mental health programming in the month of May due to COVID-19. However, funding is still available for online program pending partner availability. Staff will reach out to partners to see if they are available to assist the library. In the event partners are not available, the library will look into hosting the originally scheduled programming at a later date.

City of Monterey Park Community Development Grant

Senior Librarian Deborah Niblick was appointed Project Coordinator to implement the City of Monterey Park's Community Block Development Grant (CDBG) funds to provide residents with economic relief in the form of grants to help residents pay their utilities as well as assist small businesses pay their rent, overhead costs, payroll, etc. Deborah has been working with City Librarian Diana Garcia, Finance Director Martha Garcia, and CDBG grant consultants Debbie Sottek and Priscila Davila to craft policies and procedures to bring these funds to the community. Deborah will be overseeing this project from now until the end of the 2020-2021 fiscal year.

Get Fit While You Sit

Senior Librarian Deborah Niblick successfully submitted the Midyear Narrative and Financial Report for the Get Fit While You Sit Copycat Grant Program from the California State Library. The library has expended about 80% of the funds, which puts the library on target for implementing the program. Deborah and Maggie Wang, Reference Librarian, devised an alternate plan which, pending the end of the Safer at Home Order, can be implemented in order to meet the reporting requirements of the grant. The California State Library continues to be flexible to the needs of libraries participating in this grant.

Laura Scudder Women Entrepreneur Series

Senior Librarian Deborah Niblick spoke with Elaine Pang from Chinatown Service Center Los Angeles (CSCLA) about bringing the previously scheduled Laura Scudder Women Entrepreneurs series online. Given the recent public health crisis, and its effects on the economy, Deborah suggested that the series shift its focus from women entrepreneurs to women business owners in need. Elaine agreed that the series should take this approach as

CSCLA is currently focusing its resources on economic recovery. Elaine will propose these changes to her supervisors and will notify Deborah as soon as possible.

Programming

Ten Warning Signs of Alzheimer's Disease

Staff worked with the Alzheimer's Association to bring the previously scheduled in-person workshop online on Sunday, April 26. There were three in attendance. The workshop lasted approximately 1.5 hours and attendees learned a lot of useful information. Staff will reach out in the future to bring this presentation back to the library.

Junior Friends Zoom Meeting

Teen Librarian Darren Braden will continue hosting Junior Friends Meetings via Zoom starting. He attempted to host a meeting in April, but teens were not available or forgot to attend.

Summer Reading Program

Staff has been exploring ways to bring this year's Adult and Teen summer reading program online in the event that the Safer at Home order extends into June 2020.

Outreach

Adult/Reference/Teen Services Senior Librarian Deborah Niblick presented *Conversations about Mental Health: Helping the Monterey Park Community Heal and Recover from COVID-19* as part of *The Art of Gathering: In the Time of COVID-19* webinar during the 2020 Adult Services Symposium on April 8 via Zoom. Deborah discussed the mental health programming the library will be pursuing with an emphasis helping our community recover and heal from COVID-19. Over 280 library staff from all over the country participated and the presentation has been viewed over 250 times. The recording can be found on the California Center for the Book's YouTube channel.

Projects

Help Desk & Telephone Reference

Reference and Teen staff has been assisting Circulation staff with the Help Desk as the service moved from City Hall to the Library. Staff continues to provide telephone reference to assist patrons with their information needs.

Local History Room

Teen Librarian Darren Braden reorganized the vertical file in the Local History room as there was a hodgepodge of loose articles and publications amongst the different files. Darren has also been investigating ways to digitize newspaper articles and upload them to the library's Local History Digital Project.

3D Printing PPE for USC Viterbi School of Engineering

On April 24, staff at the library answered a call for volunteers from USC Viterbi School of Engineering to 3D print personal protective equipment (PPE) for healthcare staff caring for patients with COVID-19. Staff are printing ear savers that help alleviate the strain around the ears as healthcare workers are working around the clock and are unable to take off their masks while working. Staff printed and delivered 97 ear savers to volunteers from USC Viterbi School of Engineering on Friday, May 1. Staff aim to print 90-120 ear savers a week.



Teen Website

Teen Librarian Darren Braden updated the teen webpage to include educational and recreational resources for teens who are sheltering in place. Darren will continue updating the website as he finds new resources.

Collections

Reference Librarian Maggie Wang and Teen Librarian Darren Braden have completed a year-long weeding project in the Adult Nonfiction Section. Maggie and Darren have been working on the International Language collection, Teen Paperbacks, and Teen Graphic Novels. Reference staff have also been trained to delete bibliographic and item records to assist Technical Services staff with this task. Staff have also assisted Circulation staff by shelving materials and will work on shifting the entire Nonfiction collection.

2019 - 2020 ADULT / REFERENCE / YA GOALS AND OBJECTIVES

GOALS AND OBJECTIVES

1. Establish seasonal book clubs to engage adults with reading in spring, summer, fall and winter.

PROGRESS

Completed. Staff offered a quarterly Reader's Advisory program for Adults entitled *New Reviews* on February 23.

2. Develop five new recommended book list brochures for teens with historical fiction, biography, award-winning books, and fiction for 7th and 8th graders.

Completed. 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.

Completed. Additional signage was purchased for the slat wall in the Teen Room and brochures are on display.

TECHNICAL SERVICES / AUTOMATION

Acquisitions: Staff created 223 order records in April and updated 1,162 records.

Mending and processing: 363 items were in repair status. In April, staff did not clean any CD/DVDs.

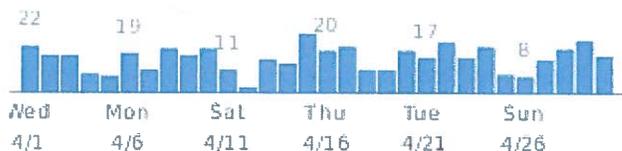
Overdrive: OverDrive usage continued to spike when the library closed in April. There were 598 overall circulations including 476 eBook circulations, 121 audio book circulations.

Weeding: 2,792 items were weeded from the collection.

COVID-19 update

Wi-Fi: Residents continued to access Wi-Fi from the Library's parking lot from 8 a.m. to 8 p.m. daily.

Clients per day



Michael Bathan, Technical Services Library Technician, helped produce 97 ear savers /PPE per week using the 3-D printer for USC.

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

Library Cards

Beginning April 1, Circulation began issuing digital library cards to patrons who either called into Circulation or submitted the online form available on the library website. A total of 64 library cards have been processed with many current library cards being renewed and 34 new library cards have been issued to patrons to allow access to the library's digital resources.

In preparation for the migration to Apollo, Circulation Services Supervisor Julie Villanueva purged 4,664 patron records which had been inactive for seven years or longer. The library currently has a total of 39,339 registered cardholders.

Returned Items

Although the library is not charging overdue fines while closed, patrons may return library materials through the outside book return Monday through Friday. These returned items are quarantined for five days before Circulation staff check in the items and reshelve them. A total of 862 items have been checked in and reshelved by staff using all safety precautions. In addition to checking in returned items, Circulation has responded to 76 telephone calls to the library regarding renewing items, library cards and other library information such as story times or returning library material.

Wellness Phone Calls

Circulation staff are assisting the City by making wellness check telephone calls to the senior residents of Monterey Park. Staff have a list of resources to assist with any questions or needs the resident might have. Often the telephone call becomes a simple conversation that a resident is sharing due to social distancing. These wellness checks have been made in English and Chinese. 365 residents have been contacted during the month of April.

Help Desk

Beginning April 13, the Circulation Division took over answering the City's COVID-19 Help Desk Information Line Monday through Saturday 9 a.m. to 6 p.m. Residents may call or email any questions and Circulation staff will assist them with providing the requested information or transfer them to the appropriate City Department. Fifty emails and 275 telephone calls have been answered.

2019 – 2020 CIRCULATION GOALS AND OBJECTIVES

GOALS AND OBJECTIVES

1. Examine state of the art, user friendly library systems that will accommodate the

PROGRESS

Completed. Biblionix has been selected as the company to update the library's ILS. 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.

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.

Apollo technology combined with well trained, service-oriented staff will provide high quality service to the public.

Ongoing. 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

The LAMP Office continues 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 for either online or on-site classes in the future.

For Jose Garcia, Senior Library Clerk, and Mary Pat Dodson, Adult Literacy Coordinator, their greatest point of focus is on tasks related to tutor and learner interaction and establishing online program and class opportunities. LAMP is responding to both WIOA and CLLS grant guidelines and operational changes and suggestions as they occur in the ever-shifting landscape. Required WIOA deliverables were submitted by April 30.

ESL and Citizenship Classes

LAMP piloted and is maintaining three online programs for ESL Book Club, Advanced ESL and Citizenship Preparation Coaching. Adult Literacy Coordinator Dodson hosted Zoom classes with Daisy Liu, Book Club Instructor and Sam Fechenbach, Advanced ESL Instructor as well as Claremont Colleges Citizenship Coaches. Participating students are actively engaged in reading, discussing and conversing during online classes and have thanked LAMP for the experience.

Plans are in place and information shared with One-to-One tutors about four opportunities available to Tutor-Learner Pairs for continuing LAMP participation. Two of the offerings are online: One-to-One Book Club and California Library Literacy services (CLLS) Writing Project. CLLS Network Conversations indicate that most One-to-One Tutor-Learner Pairs find it challenging to convert face-to-face, structured lessons to other forms of contact such as phoning, texting, e-mailing or journaling to provide a casual lesson style during recent change.

Claremont Colleges

During April, Claremont College Citizenship Coaches, Professor Kathleen Yep (Asian American Studies Professor), Adult Literacy Coordinator Dodson and Senior Library Clerk Garcia closely collaborated to provide Zoom online Citizenship Classes. Up to 22 multilingual Claremont students coached up to 39 LAMP students in small group sessions online. Although the Claremont Colleges semester ends in May, the partnership group is working together to extend Citizenship Classes into the summer, utilizing strategies and best practices learned during the April sessions. The breadth of the extension is possible because Claremont Colleges alumni responded to a Claremont Colleges Facebook request to return as partnership coaches.

Passports

Due to the COVID-19 closure of the Passport Office, no application appointments were scheduled, applications executed nor photos taken.

New Citizens

Due to the COVID-19 closure, there were no new citizens in April.

LAMP Statistics for April 2020

Programs	14	
Program Attendance	87	
Students Served this month	261	
Student hours	146	
Total Students	YTD 516	Projected 515
Total Hours	YTD 10707	Projected 10,750
Items Circulated	0	
Passports	0	YTD 995
Passport Revenue	0	YTD \$40795

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/Book Club*	Sundays	1:00 – 3:00 p.m.	Daisy Liu

* These classes are held in an online setting.

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.	In Progress 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.	In Progress 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 **13 live virtual storytimes** to **504 parents and children** during the month of April 2020.

Staff hosted **one virtual class visit** which served a total of **40 teachers, parents and children**, bringing **total programming attendance to 544** for the month. Staff answered three reference questions over the phone.

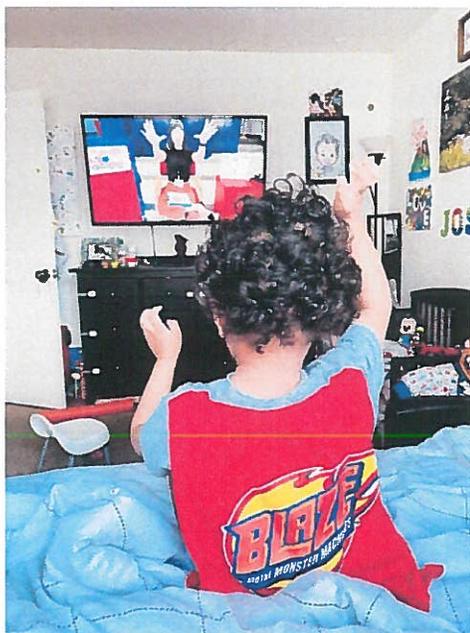
In April a total of **618 TumbleBooks** were viewed and **206 juvenile ebooks and audiobooks** were borrowed through OverDrive.

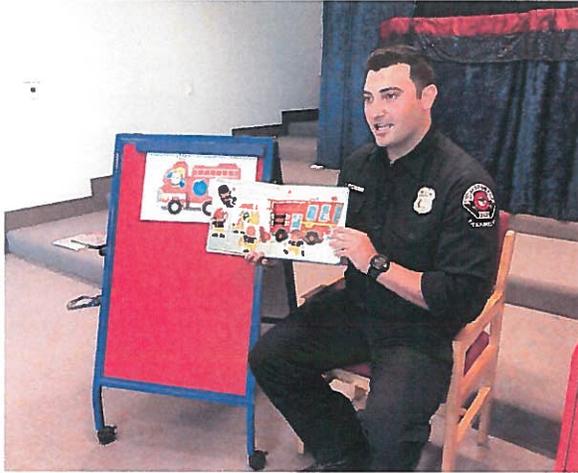
Virtual Programming

Virtual Storytimes

In April staff began performing virtual storytimes Monday through Friday. Each storytime is about 15 minutes long and is streamed live on YouTube. Families may also view the archived recordings, which will be available on YouTube until at least June 30. On April 15, Firefighter Ralf Weissenberger from the Monterey Park Fire Department shared a fire themed book with viewers, and two dinosaurs joined storytime on April 29 in celebration of International Dance Day. Parents have expressed their appreciation for the virtual storytimes via email and phone and have shared photos of their children enjoying the storytimes. **In April virtual storytime recordings were viewed over 2,000 times.**

In order to encourage families to participate in storytime at home, Children's Librarian Lauren Frazier created an instructional video to teach viewers how to make an egg shaker out of household materials, such as a toilet paper tube, water bottle, paper clips and dry beans. This tutorial was **viewed 35 times** during the month.





Earth Day

In celebration of Earth Day, Lauren shared a reading of *A Stone Sat Still* by Brendan Wenzel, which was viewed over 90 times during the month.

Community Partnerships, Class Visits, Outreach and Field Trips

Alhambra, Los Angeles and Montebello School Districts

In April, Children's staff hosted one virtual class visit for Katie MacDonald's Parent/Child class at Bella Vista Elementary. Kristin also attended a virtual meeting of the Garvey Head Start Policy Council on April 15.

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

Staff also emailed Alhambra, Garvey and Montebello school districts, as well as private schools in Monterey Park to share updated information about tutor.com, Wi-Fi access, digital library cards and virtual storytimes.

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.	Completed. 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.	Ongoing. In April staff hosted one virtual outreach visit; serving a total of 40 children, teachers and caregivers.

Monterey Park Bruggemeyer Library Statistics Summary 2019-2020

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY TOTAL
NEW PATRONS													
Total New Patrons Registered	221	307	298	280	171	178	185	177	77	34			
CIRCULATION													
Total Public Service Hours	182	175	164	189	143	156	162	154	79	0			
Library Visits	23,493	22,943	24,454	25,695	18,601	17,309	17,860	17,499	8,029	0			
Total Circulation	15,720	15,272	16,609	16,930	13,764	14,803	13,050	13,173	7,457	297			
PREVIOUS YEAR CIRCULATION													
Library Visits	27,251	26,906	23,884	26,768	18,978	19,794	20,829	18,631	23,161	24,481			
Total Circulations	16,997	15,797	15,987	17,200	14,176	12,654	16,353	13,901	17,760	16,612			
CIRCULATION MATERIALS													
Circulation of Children's Materials	11,782	11,800	13,386	13,685	11,241	11,922	10,439	10,670	5,900	175			
Circulation of Adult & YA Materials	3,639	3,411	3,167	3,163	2,487	1,860	2,472	2,464					
Circulation of ebooks	209	201	179	226	208	117	199	202	224	476			
Circulation of eAudio	121	98	103	87	104	93	98	113	123	121			
Overall ebook	330	299	282	313	312	270	297	315	347	598			

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY TOTAL
ADULT / YA													
Adult Reference Questions	691	572	632	572	400	359	474	423	179	68			
Adult Outreach	0	0	0	250	0	250	252	246	110	0	300		
Number of Technology Reference Questions	444	573	424	408	220	262	252	246	110	0			
Adult Programs - Number	8	2	12	13	5	4	5	8	5	1			
Adult Programs - Attendance	158	47	219	169	154	49	158	276	35	4			
Adult Friends Sp. Programs - Num	1	0	0	2	1	77	0	1	0	0			
Adult Friends Sp. Program - Attendance	90	0	0	55	10	0	0	75	0	0			
Young Adult Outreach	0	0	238	1,455	271	397	230	230	0	0			
Young Adult Program Number	3	3	6	7	4	4	8	12	4	0			
Young Adult Programs Attendance	183	70	192	216	106	92	219	427	84	0			
Young Adult Friends Sp. Programs - Number	2	0	0	0	0	0	0	0	0	0			
YA Friends SP Program-Attendance	32	0	0	0	0	0	0	0	0	0			
LAMP													
LAMP Reference Questions	581	704	567	587	376	396	745	675	335	38			
ESL/Citizenship Programs-Number	11	34	65	69	53	28	21	54	49	14			
ESL/Citizenship Program Attendance	158	642	1,048	1,133	872	413	502	938	464	82			
Adult Literacy (1-1) Programs	46	47	33	40	63	30	42	36	41	5			

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY TOTAL
INTERLIBRARY LOANS													
ILL loans to other	1	1	1	1	3	1	1	1	1	0	0	0	
ILL loans received	0	0	0	0	0	0	0	0	0	0	0	0	
COLLECTION TOTALS													
Adult volume added	244	179	511	424	501	233	344	336	242	261			
Children's volume added	154	231	695	108	175	149	152	188	121	7			
Items Deleted	2123	2,656	2,145	1,209	1,467	2,368	1,651	943	3,040	2,792			
Total Vols in Collection	142,667	142,499	141,535	141,004	140,401	138,536	137,400	136,972	134,414	131,891			

MONTEREY PARK BRUGGEMEYER MEMORIAL LIBRARY

TECHNICAL SERVICES/AUTOMATION STATISTICAL REPORT

April 2020

Submitted by Evena Shu, Technical Services Senior Librarian

April 1st 2020	Cumulated Total	Cumulated Deleted	Added April 2020	Deleted April 2020	Gain/Loss April 2020	Changes April 2020
Items records	131,891	276,571	269	2,792	-2,523	
Bib records	119,858	214,941	444	2,277	-1,833	1,162
Authority records	103,418	93,449	616	2,968	-2,352	
Order records	18,635	74,102	223	0	223	
March 1st, 2020	Cumulated Total	Cumulated Deleted	Added March 2020	Deleted March 2020	Gain/Loss March 2020	Changes March 2020
Item records	134,414	273,779	482	3,040	-2,558	
Bib records	121,691	212,664	319	2,753	-2,434	764
Authority records	105,770	90,481	413	701	-288	
Order records	18,412	74,102	149	0	149	

LAMP MONTHLY STATISTICAL REPORT

April 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	45	0	0	6	8	7	485	10	1200
CITIZENSHIP	5	28	0	0	5	0	6	392	40	1000
BASIC	12	22	0	0	12	5	13	373	40	1200
FFL	0	0	0	0	0	0	0	0	0	0
TOTAL	23	95	0	0	23	13	26	1250	100	3400

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	142	570	1	0	143	39	283	7694	400	17400
CITIZENSHIP	102	233	0	0	102	102	212	2640	300	6500
BASIC (1-to-1)	16	25	0	0	16	5	21	373	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
TOTAL	260	828	1	0	261	146	516	10707	750	25000

* 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	0
HOURS	0

US CITIZENS	New	YTD
Passed	0	38

Passports	New	YTD
Executed	0	995

Reference Qs	New	YTD
ESL	8	1393
Citizenship	27	1042
Passports	3	2569