

February 2020
Commission Report
Nancy Howe, County Librarian

Reflections by Nancy Howe, County Librarian

**Do what you love
and you'll never
work a day in
your life**
~Confucius



It has been my privilege and honor to serve as County Librarian since 2012, and to work for the Santa Clara County Library District for over 25 years. There is a quote attributed to Confucius, “Do what you love and you'll never work a day in your life”. That has been true for me as the past 25 years have flown by and it comes with mixed emotions to announce that I will be retiring on March 27, 2020 and my last day in the Library will be February 28th.

When I first started as County Librarian in 2012, there were several major crises brewing. The special tax which accounted for approximately 20% of our revenue was set to expire and we had implemented an unpopular and confusing non-resident card fee. Working together, we are now in a much better place. The special tax has been renewed until 2033, we are fiscally sound with reserves for economic uncertainty, and our library services are free to all. SCCLD is busier than ever, open 7 days/week, welcomes new patrons every day, launched a brand new website, and is an essential part of our diverse community.

Our strategic vision during these years can be summarized simply: acquire resident patrons, retain satisfied patrons. A great library balances both. We have succeeded in raising the percent of residents with active library cards from 50% to 72% and a whopping 97% of visitors find our staff friendly and welcoming. It has been a sustained commitment and has taken intentional decisions and actions on the part of every single staff member with the support of our Library Commissioners to make this happen. It is a success that we create and share together.

For over 100 years, the County Library District has strived to eliminate barriers for every resident and patron, especially our children and vulnerable populations. I am proud and grateful to have been a part of that journey. Thank you for your ongoing support, guidance and dedication to the Library.

Listening to our Patrons

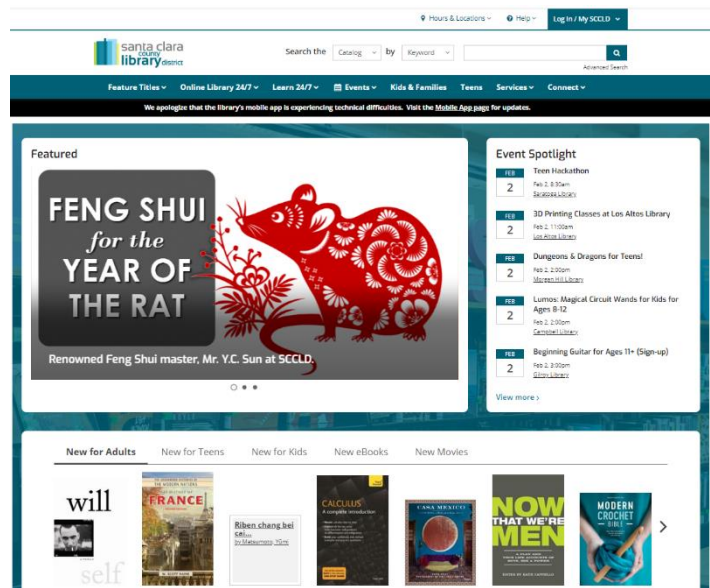


In 2019, SCCLD conducted its triennial Patron Satisfaction Survey. The results are in incorporating input from nearly 7,000 patrons about their experiences with many different aspects of library operations. We are happy to report that the large majority of those questioned (97%) responded that Account and Reference staff were friendly and approachable. A significant majority (85%) went on to say that they would be highly likely to recommend the Library to their friends and family.

The survey results have been broken down for all eight of our libraries and the Bookmobile, and we will use the results, feedback, and recommendations to help us further improve our patron experience. Chris Brown, Deputy County Librarian, will be visiting each of the Commissions in February or March to share with you the highlights from the survey. In addition, each Community Librarian has received a databook with the detailed results and open-ended comments related to their individual library.

Discovering the New SCCLD Website

The new website is live and the patron response has been very positive. This is an entirely new platform, navigation and includes brand new features. Allison Lew, Library Service Manager for Virtual Library, Public Technology and Cataloging, will be visiting each Library Commission in the months of February and March to share the highlights and give you a personalized tour of the website. She and Chris Brown will alternate at each Commission meeting so you are able to receive an update on the Patron Satisfaction Survey one month and an introduction to the new website the alternate month.



SCCLD is Helping Patrons Get Ready for Tax Season

SCCLD is teaming up with VITA and AARP to assist patrons prepare their returns. Three of our libraries are offering free assistance for low and moderate-income individuals. This service is made possible thanks to the generous volunteers from the AARP and the Volunteer Income Tax Assistance program (VITA), who are certified by the IRS to advise about tax matters. Below is a list of locations offering free tax help sessions.



Campbell

- Services provided by AARP volunteers on [three Saturdays](#) (2/22, 3/7, and 4/4), with three separate sessions (10 am, 1 pm, and 3 pm). Online registration AND completion of intake booklet is required.

Cupertino

- VITA volunteers will be available every Sunday from 3/1 to 3/29 from 1:30 – 5 pm. Drop-in only.

Milpitas

- VITA volunteers will be available Saturdays from 2/8 to 4/11 from 10:30 am - 1:30 pm. Sign-up sheets will be posted at 9 am each day.

Informed Voting in 2020



Milpitas Library will serve as a polling site with all SCCLD libraries providing ballot information to help you vote. With the March 3 California Presidential Primary around the corner, the Library is partnering with the County Registrar of Voters (ROV) to make it easier for patrons to be prepared and vote. The League of Women Voters of California's [Easy Voter Guides](#) (available in multiple languages) and voter registration forms are available in our libraries and on the [voting resources available](#) page on our website.

This year, the County is moving away from precinct-based elections, but will still offer a limited number of [polling locations](#) for those who wish to vote in person. Milpitas Library is one such official voting site. ROV will be mailing out vote by mail ballots starting on February 3. Voters can either fill out and mail back their ballots, no postage needed, or carry them in to official voting or drop-off sites. All SCCLD libraries will be designated as 24-hour [ballot drop-off sites](#).

SILICON VALLEY READS

Silicon Valley Reads 2020



Women
MAKING IT HAPPEN

Silicon Valley Reads is in full swing in February. Below is a list of some of the highlight events at each of our libraries. Please visit SiliconValleyReads.org or our website at scclld.org/svr for a complete list of scheduled events.

CAMPBELL LIBRARY

Lumos: Magical Circuit Wants – STEM for Mothers and Daughters
Sun, Feb 2 @ 2-4pm

Catherine Chung, Author of *The Tenth Muse*
Sun, Feb 23 @ 2pm

Life and Times of Rosie the Riveter-Film
Wed, Mar 4 @ 7pm

CUPERTINO LIBRARY

Paving the Way: Women's Struggles for Political Equity in California
Wed, Feb 19 @ 7pm

Catherine Chung, Author of *The Tenth Muse*
Thur, Feb 27 @ 7pm

Learning from the Lemonade Stand- Children grades 3 and up
Sat, Mar 7 @ 3pm

GILROY LIBRARY

The Life of Georgia O'Keeffe
Sat, Feb 15 @ 11am

Lumos: Magical Circuit Wants – STEM for Mothers and Daughters
Sun, Feb 16 @ 2-4pm

Catherine Chung, Author of *The Tenth Muse*
Sun, Mar 1 @ 2pm

LOS ALTOS LIBRARY

Forgotten Women of Science
Tue, Feb 11 @ 1:30pm

Wherever There's a Fight
Thur, Feb 20 @ 7pm

Julian Guthrie, Author of *Alpha Girls* in Conversation with Abe Kleinfeld
Fri, Feb 28 @ 7:30pm

MILPITAS LIBRARY

Iron Jawed Angels- Film
Sat, Feb 8 @ 2pm

Hidden Figures- Film
Sat, Mar 7 @ 2pm

Learning from the Lemonade Stand- Children
grades 3 and up
Sun, Mar 8 @ 4pm

MORGAN HILL LIBRARY

Book Discussion: Alpha Girls
Tue, Mar 3 @ 7:30pm

Learning from the Lemonade Stand- Children
grades 3 and up
Wed, Mar 4 @ 4pm

Lumos: Magical Circuit Wants – STEM for
Mothers and Daughters
Sun, Mar 8 @ 2-4pm

SARATOGA LIBRARY

Hidden Figures- Film
Mon, Feb 24 @ 7pm

Catherine Chung, Author of *The Tenth Muse*
Sat, Feb 29 @ 10:30am

Learning from the Lemonade Stand- Children
grades 3 and up
Sat, Feb 29 @ 2pm