TO: Library Commission

FROM: Bryant Bao, Interim Community Librarian

SUBJECT: Update on Library Services

RECOMMENDATION:

Receive update on Library services and procedures

BACKGROUND

The Santa Clara County Library District has introduced several Library services and procedures since the onset of the COVID-19 pandemic. Interim Community Librarian Bryant Bao will be providing an update on current Library services and procedures.

DISCUSSION

The Library Commission will need to receive the presentation and take action as appropriate.

Los Altos and Woodland Libraries

September 2020



Existing Holds Requests as of 8/31

Los Altos: 12,120

Woodland: 4,711





Wi-Fi Expansion Into the Parking Lot

- Los Altos Library has extended free Wi-Fi into the parking lot
- The Wi-Fi will be available from the parking lots 24/7 for patrons to access from the safety of their cars and/or outdoors
- Free Wi-Fi signs will be installed in each library parking lot in September



Career Online High School



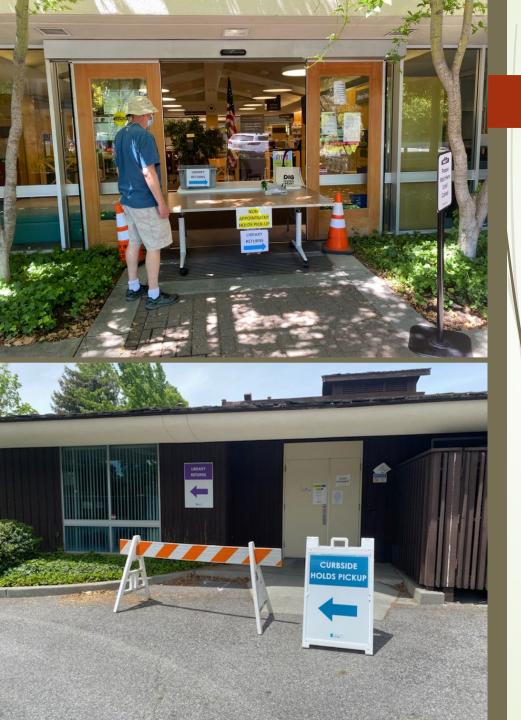
- SCCLD is partnering with Career Online High School, an accredited online high school diploma and career certification program.
- Graduates of the program earn a High School Diploma, opening doors to more opportunities in life
- SCCLD will offer 10 scholarships to qualified applicants.
- All learning is completed online and is self-paced, available 24 hours a day, 7 days a week.
- For more information about the program, visit https://www.careeronlinehs.gale.com/ca/the-program/faqs/

Quarantine Process

- Returned materials are being quarantined for 96
 hours for the safety of our patrons and staff
- Rigid case audio materials are given one extra day of quarantine in accordance with the most recent data published
- Currently SCCLD is not charging late fees
- Our quarantine time for returned material is based on the published data produced by the Institute of Museum and Library Services (IMLS) and OCLC working in partnership with Battelle
- For the latest details on the study visit:

https://www.webjunction.org/news/webjunction/test3-results.html





Current Services at Los Altos Library

- Appointment based pick up for contactless service from the back door
 - Patrons arrive and based on their car description we bring out their holds
 - Or they can call a staff member on their phone
- Walk up service by the entrance
 - Patrons without an appointment can wait in line to get their holds from staff
 - Patrons can ask for book bundles for kids, teens and adult items
- Returns in bins outside during curbside service hours
 - Black bins are kept by the entrance and back door for patrons to return items
 - Two bins at each location split between books and media items



Current Services at Woodland Library

- Appointment based pick up for contactless service in the parking lot
 - Patrons arrive and based on their car description we bring out their holds
 - Or they can call a staff member on their phone
- Walk up service by the entrance
 - Patrons without an appointment can wait in line to get their holds from staff
 - Patrons can ask for book bundles for kids
- Returns in bin outside during curbside service hours
 - A black bin is kept by the entrance for patrons to return items

Virtual Programs September

https://sccld.org/events



Virtual Film Discussion (9/5, 9/12, 9/19 & 9/26)



SCORE: Simple Steps For Starting Your Business (9/3, 9/10, 9/17 & 10/1)



Laughter Yoga for Stress Relief (9/2 & 9/9)



Storytime Online for different age groups & bilingual (various dates and times weekly)



Kids Art Club (9/1 & 9/15)



STEAM Club (9/8 & 9/22)







Change in Service Hours

Starting Sep 8, SCCLD will begin offering evening curbside services at all Libraries in order to provide more options for our patrons



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Los Altos	3-7pm	3-7pm	1-5pm	1-5pm	1-5pm	1-5pm
Woodland	1-5pm	1-5pm	3-7pm	3-7pm	1-5pm	1-5pm