

**TO:** Library Commission  
**FROM:** Bryant Bao, Interim Community Librarian  
**SUBJECT:** Update on Library Services

**RECOMMENDATION:**

Receive update on Library services and procedures

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**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



**August 17 to August 31**

	<b>Los Altos Library</b>	<b>Woodland Library</b>
Items Checked Out	10,380	2,485
Items Returned	9,405	3,202

# 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>



MEDIA RETURNS

BOOK RETURNS

**LIBRARY RETURNS**

Please place items  
in bin provided

Items will be quarantined for 3-4 days  
and will remain on your account until  
processed.  
No receipts are available.

**There are NO LATE FINES  
on any materials  
returned at this time.**

Los Altos (650) 275-7762

 San Jose State  
Library





# 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://scclld.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