

In compliance with Governor Newsom's Executive Order N-29-20, which suspended portions of the Brown Act, Governor Newsom's Executive Order N-33-20 (Stay At Home Order issued March 19, 2020), Acting State Public Health Officer Erica Pan's Regional Stay at Home Order (issued December 3, 2020), and the County of Los Angeles Public Health Officer's Temporary Targeted Safer at Home Health Officer Order for Control of COVID-19: Tier 1 Substantial Surge Updated Response (revised Order issued December 6, 2020) that temporarily replaces and suspends the Public Health Officer's Temporary Targeted Safer at Home Health Officer Order for Control of COVID-19: Tier 1 Substantial Surge Updated Response (revised Order issued November 28, 2020) and the Public Health Officer's Reopening Safer at Work and in the Community for Control of COVID-19 Order Blueprint for a Safer Economy – Tier 1 Surge Response (revised Order issued November 25, 2020), members of the Torrance City Council and staff will participate in this meeting via teleconference or other electronic means in our continuing effort to practice social distancing to reduce the spread of COVID-19.

MEMBERS OF THE PUBLIC MAY VIEW AND PARTICIPATE IN THE MEETING via Zoom by using the following link or by calling in with the phone number listed below: <https://us02web.zoom.us/j/87344128652?pwd=Y2ttRXczdFZ5Wmh5Nm5wa0gwSVFOQT09>

Phone number: 1 669 900 9128

Meeting ID: 873 4412 8652

Passcode: 739935

Access the Zoom meeting, using the above credentials at: <https://zoom.us>



Library Commission

The Library Commission is an advisory body to the City Council that meets on the second Monday of each month at 7:00 p.m. in the Community Meeting Room at the Katy Geissert Civic Center Library, 3301 Torrance Blvd.*

All meetings are open to the public. Those who wish to speak on any matter on the agenda are asked to complete a "Speaker Information Card" (available at the meeting) and relay it to staff.

Direct questions or concerns to City Librarian Yolande Wilburn at (310) 618-5953, or via e-mail to ywilburn@TorranceCA.Gov.

Agendas and minutes are posted on the City of Torrance web page at www.TorranceCA.Gov.

In compliance with the Americans with Disabilities Act, if special assistance is needed to participate in any Library Commission meeting, please call (310) 618-5950. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR 35.102-104 ADA Title II]

LIBRARY HOURS OF OPERATION

Telephone Reference Services

Monday - Friday 9 a.m. – 6 p.m.

Curbside Pickup Service

Monday - Friday 10 a.m. – 5 p.m.

The Torrance Public Library is a division of the City of Torrance Community Services Department – *Creating and Enriching Community through People, Programs & Partnerships*

www.Library.TorranceCA.Gov

LIBRARY COMMISSION MONDAY, January 11, 2021, 7:00 P.M.

VIA TELECONFERENCE OR OTHER ELECTRONIC MEANS
LIBRARY COMMISSION MAY TAKE ACTION ON ANY ITEM LISTED ON THE
AGENDA

AGENDA

1. CALL TO ORDER
2. ROLL CALL / MOTIONS FOR EXCUSED ABSENCE
3. FLAG SALUTE
4. MOTION TO ACCEPT AND FILE REPORT ON POSTING OF AGENDA
5. APPROVAL OF MINUTES
 - A. December 14, 2020 Library Commission Meeting
6. ORAL COMMUNICATIONS #1
7. NEW BUSINESS
 - A. Friends of the Torrance Library
 - B. Torrance Youth Council
 - C. Social Services Commission Report
 - D. Branch Report – Henderson Library
8. OLD BUSINESS
 - A. Eliminate Holds Fees
 - B. Staff Recognition
9. MONTHLY DIVISION REPORT
 - A. Monthly Division Report
10. ITEMS FOR NEXT LIBRARY COMMISSION MEETING
11. ORAL COMMUNICATIONS #2
12. ADJOURNMENT: Adjournment of Library Commission Meeting to Monday, February 8, 2021

ATTACHMENTS:

A.

ROLL CALL: ___ Haussmann ___ Javaid ___ Lambert ___ Perkins ___ Seferian ___ Yeh ___ Chair Kohus

**MINUTES OF A REGULAR MEETING OF THE
TORRANCE LIBRARY COMMISSION**

1. CALL TO ORDER

The Torrance Library Commission convened in a regular session at 7:03 p.m. on Monday, December 14, 2020 via teleconference or other electronic means.

2. ROLL CALL

Present: Commissioners Javaid, Lambert, Perkins,
Seferian, Yeh, and Chairperson Kohus.

Absent: Commissioner Haussmann.

Also Present: City Librarian Wilburn,
Assistant City Librarian Coates,
City Manager Chaparyan, and
Community Services Director La Rock

MOTION: Commissioner Perkins moved to approve the excused absence of Commissioner Haussmann from the December 14, 2020 Library Commission meeting. Commissioner Javaid seconded the motion; a roll call vote reflected 6-0 approval.

3. FLAG SALUTE

Commissioner Javaid led the Pledge of Allegiance.

4. AFFIDAVIT OF POSTING

MOTION: Commissioner Perkins, seconded by Commissioner Lambert, moved to accept and file the report of the City Clerk on the posting of the agenda; a roll call vote reflected 6-0 approval (absent Commissioner Haussmann).

5. APPROVAL OF MINUTES

5A. MINUTES OF FEBRUARY 10, 2020 LIBRARY COMMISSION MEETING

MOTION: Commissioner Yeh moved to approve the Library Commission meeting minutes of February 10, 2020 as presented. Commissioner Javaid seconded the motion; a roll call vote reflected 6-0 approval (absent Commissioner Haussmann).

5B. MINUTES OF NOVEMBER 9, 2020 LIBRARY COMMISSION MEETING

MOTION: Commissioner Lambert moved to approve the Library Commission meeting minutes of November 9, 2020 as presented. Commissioner Yeh seconded the motion; a roll call vote reflected 6-0 approval (absent Commissioner Haussmann).

6. ORAL COMMUNICATIONS #1 – None.

7. **NEW BUSINESS**

7A. **WELCOME CITY MANAGER, ARAM CHAPARYAN**

City Manager Chaparyan spoke.

7B. **WELCOME NEW COMMUNITY SERVICES DIRECTOR, JOHN LA ROCK**

Community Services Director La Rock spoke.

7C. **FRIENDS OF THE TORRANCE LIBRARY** – No report.

7D. **TORRANCE YOUTH COUNCIL**

Torrance Youth Council members Jennifer Kim, Harry Kaplan, and Eugene Joo introduced themselves.

7E. **SOCIAL SERVICES COMMISSION REPORT**

Commissioner Seferian provided a report on the October 2020 Social Services Commission meeting.

7F. **BRANCH REPORT SCHEDULE**

City Librarian Wilburn presented a schedule for each branch library to provide a brief report at the regularly scheduled Zoom Library Commission meetings beginning in January 2021.

MOTION: Commissioner Perkins moved to approve the Branch Report Schedule as presented. Commissioner Javaid seconded the motion; a roll call vote reflected 6-0 approval (absent Commissioner Haussmann).

7G. **ELIMINATE HOLDS FEES**

City Librarian Wilburn reported the Library is currently waiving all fines and fees.

7H. **STAFF RECOGNITION**

Commissioners Javaid, Perkins, and Chairperson Kohus were re-appointed to serve on an ad hoc committee to plan a Library staff recognition.

8. **OLD BUSINESS** – None.

9. **MONTHLY DIVISION REPORT**

City Librarian Wilburn presented the Monthly Division Report included in agenda materials.

10. **ITEMS FOR NEXT LIBRARY COMMISSION MEETING**

Items for the next Commission meeting agenda were listed and include: Friends, Torrance Youth Council, staff recognition, Social Services Commission report, elimination of holds fees, Henderson Library report, and Monthly Division Report.

11. **ORAL COMMUNICATIONS #2**

Members of the Commission and staff spoke.

12. **ADJOURNMENT**

MOTION: At 7:54 p.m., Commissioner Yeh moved to adjourn the meeting to January 11, 2021 at 7:00 p.m. via teleconference or other electronic means. Commissioner Seferian seconded the motion; a voice vote reflected approval.

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TO: LIBRARY COMMISSION

FROM: DENISE FIEDLER, SENIOR LIBRARIAN
LISA GUTIERREZ, YOUTH SERVICES LIBRARIAN

SUBJECT: HENDERSON LIBRARY REPORT

REPORTING PERIOD

This report covers the period from the last Library Commission at Henderson Library on June 10, 2019 through the end of December 2020. During this approximate 18 month period, large changes have occurred in the Torrance Public Library due to the emergence of the COVID-19 global pandemic that caused far-reaching shutdowns to guard against transmission of the virus. As such, this report represents a tale of two libraries: one a fully staffed busy neighborhood branch that was packed in the afterschool hours and during in-person youth and adult programs; and another library that emerged in March 2020 with a reduced staff that offered materials for pickup at our door and virtual programming for patrons.

Throughout this period, Henderson Library staff have remained resilient and adjusted to the continual changes with a great team effort. Henderson Library has remained a valued presence for West Torrance community members who continue to voice their gratitude that we are here offering materials for checkout, door-side craft programs, online interactive programs, and a familiar friendly voice to answer questions via phone.

STAFFING

From June 2019 through March 2020, Henderson Library continued to experience significant staff shifts due to temporary appointments and move-ups throughout the Torrance Public Library. We were fortunate to only have one permanent staff change with the resignation of our afternoon Library Page on September 12, 2019 and this position was filled with a temporary appointment from September 23, 2019 to March 19, 2020 while we awaited a new hiring list.

Senior Librarian - Denise Fiedler

Youth Services Librarian - Lisa Gutierrez

Senior Library Technician - Megan Kuroki

Library Technician - Maureen Baez

Senior Library Page - Katy In

Library Pages

Denise Tegel (Morning Page) –no hours as of April 12, 2020

Mary Ann Gutierrez (Evening Page) –no hours as of April 12, 2020
Afternoon Page - position is currently vacant and frozen.

Staff Temporary Appointments and Move-ups from June 2019 – March 2020

Senior Librarian position:

Denise Fiedler was on Move-up to Assistant City Librarian from August 19 to November 18, 2019.

Position filled by:

Lisa Gutierrez from August 19 to September 14, 2019

Sarah Campagna from September 16 to November 18, 2019

Youth Services Librarian position:

Lisa Gutierrez was on Move-up to Henderson Senior Librarian from August 19 to September 14, 2019 and on Temporary Appointment to Senior Librarian at WALTERIA Library from September 15, 2019 to February 29, 2020.

Position filled by:

Brandy McLellen from August 26 to September 14, 2019

Jeff Lambert from September 16 to December 7, 2019

Jay Shimamoto from December 9, 2019 to February 29, 2020

Library Technician position:

Maureen Baez was on Temporary Appointment to Page Supervisor from May 13 to October 25, 2019, on Move-up to Senior Library Technician at Southeast Library from November 16 to December 7, 2019, on Move-up to Senior Library Technician in Youth Services from December 9, 2019 to February 1, 2020, and on Move-up to Senior Library Technician in Acquisitions from February 27 to March 26, 2020.

Position filled by:

Saswati Das from May 14 to August 13, 2019

Isa Laolagi from August 14 to October 25, 2019

Sarah Hart from November 16 to December 7, 2019

Isa Laolagi from December 9, 2019 to February 1, 2020

Isa Laolagi from February 27 to March 26, 2020

Staffing Impacts

With the growth of the pandemic, significant staffing changes occurred. After closure to the public on March 16, 2020, staff working hours were revised to Monday through Friday only, between the hours of 9:00 am to 5:00 pm. Staffing levels at the Henderson Branch have varied during the pandemic period due to staff taking time off, staff assisting at other locations, and occasional unplanned absences. In October 2020, all Youth Services Librarians began reporting to branch Senior Librarians, resulting in Lisa Gutierrez at Henderson Library and Melina von Stietz at El Retiro Library reporting directly to Ms. Fiedler.

Henderson Library currently averages 4 FTEs to cover the branch. Assistance is requested from other library locations if staffing levels fall below the minimum of two staff members to keep the library open. As we enter January 2021, Ms. Gutierrez will be on Move-up to Senior Librarian at North Torrance Library for a period not to exceed three months, and Ms. Baez continues to fill in

for the vacant library delivery driver position. Henderson Library will continue to see staffing impacts in the near future.

VOLUNTEERS

Prior to March 2020, Henderson Library had one adult volunteer who generally spent two hours one day a week on collection related tasks.

During the 2019 Summer Reading Program, Henderson Library had 11 teen volunteers who provided 176 hours of support by staffing our summer reading desk and assisting during large youth programs. From October 2019 through February 2020, Henderson Library had 8 high school students who volunteered as Homework Helpers and provided 67 hours of assistance to younger students (K-8th grade) on individual homework assignments.

As of March 19, 2020, no adults or youth are volunteering with Henderson Library.

SIGNIFICANT OPERATIONAL CHANGES

The Henderson Library faced several significant changes in our operations during this reporting period from June 2019 to December 2020.

- The City of Torrance experienced a cyberattack on March 1, 2020. The Library continued with manual operations to check out materials to patrons. Wi Fi was available to patrons, but patrons had no public computer or printing access. Additionally, all returned materials were dated and stored for later discharge when systems were again available.
- Due to the growing threat to public health from the COVID-19 pandemic, the Torrance Public Library closed to the public on March 16, 2020. Staff who chose not to take leave remained at the Henderson Library to complete cleaning and the eventual discharge of the backlog of materials remaining after the cyber incident.
- System access was restored on March 26, 2020 and material discharge restarted, along with processing a backlog of material adds and weeds.
- After April 10, 2020, the Torrance Public Library closed all bookdrops and reassigned staff. Henderson Library's permanent staff not on leave were assigned to assist with the Park Ambassador Program, the Torrance Cares 2 Go Program, Torrance Cares for Seniors Program, or to work at the Katy Geissert Civic Center Library. Hours for Library Pages were reduced to zero.
- On May 18, 2020, bookdrops were reopened and permanent Henderson Library staff returned to their positions to prepare for the opening of Curbside Service on June 1, 2020. Branch cleaning/disinfecting procedures were put in place along with daily temperature taking protocols. Adjustments were made to accommodate a much larger number of patron holds and the quarantining of returned materials.
- On June 1, 2020, Henderson Library began Curbside Service between the hours of 10:00 am – 5:00 pm Monday through Friday. All staff are engaged in the checkout of items to patrons at our door, the placing of holds, contacting patrons, emptying the bookdrop, discharging materials after a quarantine period, receiving transit, shelving materials, and answering reference questions.

BRANCH VISITS

Prior to March 2020, Henderson Library continued to be the busiest branch library among our five branches. Following a trend seen in the past three years, in-person visits continued to decrease slightly year over year. In the eight month period between July 2019 and February 2020, Henderson Library had 52,594 visitors. This represents a 15% reduction in visits for the same period in the prior fiscal year. Our most popular visiting time was after school when many elementary and high school students arrived to complete homework, check out books, and use our computers.

With the start of Curbside Service in June 2020, we again began tracking library visitors by manually counting patrons who came to our door to pick up holds or curbside crafts or to ask questions about library operations. After the initial month, curbside visits to Henderson Library over the past six months have averaged 677 visits per month. Our current physical visitors are a little over 10% of our pre-pandemic visits. Many of our patrons are now "visiting" the Library safely online through checkout of e-materials and attendance at virtual programs.

Henderson Library continues to receive requests from patrons who would like to come inside a library to work, use the Wi Fi, and use a public computer or printer/copier.

COLLECTION

The Henderson Library circulated an average of 10,200 items per month from July through December 2019 while the library was open for in-person service. Branch circulation was down 7% from the same period in 2018. By comparison, after opening for Curbside Service, Henderson Library circulated an average of 3,400 items a month from July through November 2020. While this is one third of our prior year circulation, considering we are only offering materials curbside, we can be proud that we are offering a service that the community is taking advantage of during a pandemic.

Since re-opening for Curbside Service, we have received many requests for recently published books and we hope to begin ordering new popular materials soon. Patrons have reported that they are discovering e-books and e-audiobooks for the first time. Many are also making use of library cards at multiple local library systems to find the materials they want.

Several patrons are asking for assistance in choosing materials since they have been unable to browse for materials inside the library. This includes adults looking for books and movies, along with parents seeking materials for their children. Henderson Library developed a Request for Material Recommendation form that staff use to capture these requests and we have filled over 70 requests since Curbside Service began.

Collection – Adult

The adult materials at Henderson Library includes the following collections: fiction; large print; non-fiction; biographies; test prep; language learning sets; periodicals; and a small reference collection. Audiovisual materials include DVD and DVD/Blu-ray formats of feature films; television series; non-fiction films (documentaries); audiobooks on CD; Playaway preloaded audiobooks; and music CDs. Foreign language adult materials include Spanish, Chinese, Japanese and Korean books and periodicals; and foreign films in several language including a large Hindi film collection. We also offer honor-system paperbacks for borrowing without a library card.

During FY2019-2020, only 1,184 items were added to the adult collection. This is a reduction of approximately 44% of what was added in the prior fiscal year. In this current fiscal year, only 53

new items have been added between July through December 2020. During the FY2019/2020, 1,535 items were weeded from the adult collection and an additional 663 items were weeded between July through December 2020.

During the Henderson Library closure to the public, extensive weeding was completed in the adult Non-fiction, Fiction, Book on CD, and Music CD collections. Many of these items were no longer circulating, were out of date, or were worn or damaged.

Staff also took advantage of the closure to the public to move collections. As the adult collection of periodicals continues to grow smaller, this section was consolidated onto fewer shelves to make more room for patron holds. The Music CD collection was relocated, and an adult biography display collection was reintegrated into the non-fiction collection.

Collection – Youth

The juvenile materials include the following collections: juvenile fiction; middle school fiction; young adult fiction; non-fiction; picture book; folk tales; beginning reader; beginning chapter book; concept book; tiny book; parenting books; state; mission; read-along (book and CD combined); Playaway book packs; paperback; board book; graphic novel; manga; biographies; school reading list; and periodicals. Audiovisual materials include DVD and DVD/Blu-ray formats of feature films; television series; non-fiction films (documentaries); audiobooks on CD; Playaway preloaded audiobooks; and music CDs. Foreign language juvenile materials include Spanish, Chinese, Japanese, Korean, and Hindi books.

A total of 676 items were added to the youth collection for FY2019-2020. This is an approximately 55% reduction from the prior fiscal year. Since July 2020, only 64 items were added to the youth collection.

A total of 1043 youth items were weeded in FY2019-2020, primarily in the crowded picture book area. Weeding was increasingly necessary to accommodate all the books that patrons returned to the library prior to resuming checkouts again with Curbside Service. Since July 2020, 696 youth books were weeded, primarily from the youth paperback section and several out-of-date science non-fiction books were removed.

Utilizing the time without patrons in the branch, the Youth Librarian reintegrated the Picture Books for Older Readers collection into the Picture Book collection in order to create room for a separate Parenting Collection. In addition, the separate Science Project collection was integrated into the Juvenile Non-Fiction collection with a genre label identifying these items.

PROGRAMMING – ALL AGES

Patron programming was another significant area that reflects two very different stories before and after the March 2020 closure. March 12, 2020 was the last day in-person programs were offered at Henderson Library. Prior to this date, our Library was noted for offering a wide range of adult programs and heavily attended youth programs.

Staff from Torrance Memorial Medical Center returned to Henderson Library on October 12, 2019 to offer the popular Flu Shot Clinic. All available shots were administered to 75 adults and five youth.

Two In-person reading programs were conducted prior to March 2020:

- "It's Showtime at Your Library" All-Ages Summer Reading Program from June 17 through August 24, 2019. Our traditional program included four program options to read and/or complete activities to earn a final prize. Adult and youth programs focused showtime theme were offered at Henderson Library. Henderson Library had approximately 1,040 adult and youth participants.
- "Chill Out and Read" All-Ages Winter Reading Program from December 16, 2019 through January 11, 2020. This was the library's first ever Winter Reading Program and was conducted primarily online with a paper log option and all participants completed the same reading goal. Participants logged hours to earn a final prize. Henderson Library had 67 adult and youth participants.

As part of a multicultural community, Henderson Library enjoys offering programs to raise understanding of diversity among our neighbors. The Senior Librarian planned the following programs for all-ages:

- "Chinese New Year" (January 25, 2020) offered a chance to drop in and learn the history of Chinese New Year and complete a lantern craft or coloring pages.
- "Learn About Holi – The Festival of Colors" (March 7, 2020) offered children, parents and adults a chance to make a craft, hear stories and experience the colorful powders used in this celebration held in India in the spring.

From February 3, 2020 through March 3, 2020, Henderson Library was one of three Torrance Public Libraries that acted as a Vote by Mail Drop-off Location for the County of Los Angeles. Henderson Staff monitored a drop-off box located on our front counter that was retrieved weekly by Los Angeles County staff. Patrons were pleased to have a drop-off location in the library and many utilized it during the last week of the election period. Due to the pandemic, no Vote by Mail drop-boxes were inside Torrance libraries for the November 2020 election. We did however receive several calls leading up to the November election asking if we were a Ballot drop-off site.

2020 Virtual Summer Reading Program

After the library closed to patrons, our 2020 All-Ages Summer Reading Program "Dig Deeper: Read, Investigate, Discover" was offered virtually from June 8 through August 15, 2020. Participants had three program options to read or complete activities. The program was modified to be "contactless" and consisted of lower reading and activity goals; limited prizes; online registration and logging or print-from-home logs; and curbside pickup of completion prizes. Participants could take advantage of our youth and adult "curbside" craft programs and attend a variety of virtual events. Henderson Library had approximately 260 adult and youth participants, 25% of the 2019 in-person Summer Reading Program.

PROGRAMMING - ADULT

In-Person Programming

In June 2019 through March 2020, the Henderson Library continued to offer a large amount of high quality in-person programming for adults including book clubs and monthly creative/educational programs.

- Mayhem in the AM Book Group continued to meet in-person through March 12, 2020 on the 2nd Thursday of every month to read mystery, crime and thriller novels. The group averages 20 participants for each discussion.
- Craft Delight, our weekly Wednesday meet-up of crafters, continued in-person meeting through March 11, 2020 averaging 16 people who gather to create, share, learn, and build community. Many of the participants are knitting, crocheting, and quilting items for donation to local hospitals and care centers. Some participants also share their talents by teaching library programs.
- Storytime for Grownups met monthly in-person through February 18, 2020. Senior Librarian Fiedler reads short stories aloud at lunchtime on the third Tuesday of the month. Based on the belief that people of all ages love to hear stories, this program offers 50 minutes of listening to a wide variety of stories often tied to seasonal themes. The program attracts eight regular attendees with new people joining in after discovering this unique program.

Adult events for the 2019 Summer Reading Program included:

- A Paper Theater Art Workshop (June 29, 2019) taught by Laurel Koss guided attendees in creating a story in three dimensions using paper accordion folds, panels, collage, and their imagination.
- The Summer Hats program (July 13, 2019) provided two sessions to create a beautiful gardening or sun hat decorated with flowers.
- The Storytelling Workshop (August 10, 2019) offered a chance to get to know your community through storytelling by sharing a true personal story attendees prepared ahead of time with the guidance of workshop host and South Bay Stories Show creator Jim Mueller.
- Murder Mystery Party (August 15, 2019) provided attendees with a chance to put their crime solving skills to the test in a fun interactive event where they gathered clues and tried to determine who committed the fictitious crime.

Monthly Adult Saturday Programs included creative craft programs and educational programs. Programs are taught by members of the community, the Senior Librarian, and sometimes presented in partnership with city, community organizations or local businesses. Henderson programs are well attended, and the craft-based programs have long waiting lists. Programs included:

- Book Page Art Cards (September 21, 2019)
- DIY Wood Sign Workshop (October 5, 2019)
- Fall Light Jars (November 16, 2019)
- DIY: Washi Tape Gifts (December 14, 2019)
- Author Talk: Make Space for What Matters (February 22, 2020) with decluttering expert Tracy McCubbin

Virtual Programming

Beginning in March 16, 2020, existing program plans were abandoned and adult programs shifted to pre-recorded social media posts, curbside-style craft programs, and to live interactive programs

on the Zoom videoconference platform. Under this new programming model, Branch Supervisors and Reference Librarians worked together to create a single plan of system-wide adult programs.

Adult Events for 2020 Summer Reading contributed by Henderson Library:

- Four "Take & Make" Adult Crafts Kits were available for pickup at each library location during the Summer Reading Program with a new kit each week. 500 kits were created and branch libraries each received 70 kits to hand out curbside. Henderson Library created the kits, instructions, and social media content for the Turf Buddies-Plant Project (June 2020) and the Botanical Imprint Trinket Dish (July 2020) kits. The adult craft kits proved to be very popular and demand always exceeded the supply.
- Zoom Murder Mystery (July 23, 2020) was a live virtual event held on Zoom featuring a theatrical mystery presented by Sharpo Entertainment. 32 people attended the live event and over 100 watched the recorded program.

Henderson Library had great success with these virtual programs. Despite the learning curve and occasional technology issues, both staff and attendees have found these programs rewarding and a chance to interact with other people during a time when isolating at home is the norm. The following virtual adult programs were offered at Henderson Library:

- Mayhem in the AM Book Group, after a two month hiatus, began meeting on Zoom in June 2020. The first discussion was attended by 25 people! Some one-on-one assistance was needed to get participants going on the digital platform, but the group continues to meet the second Thursday of the month averaging over 20 participants.
- Craft Delight participants were eager to re-engage with each other on the Zoom platform as many are older adults who are infrequently leaving their homes. Craft Delight began meeting the first and third Wednesday of the month in June 2020 and continues to meet. Attendance averages 14 participants. New people are discovering the program and prior attendees who are currently out-of-state are happy to be able to continue attending.
- Monthly "Take & Make" Adult Crafts Kits are available for pickup at each library location. Branch libraries each have 50 kits to hand out of the 350 kits created. Henderson Library created the kits, instructions, and social media content for the Moon Button Art (September 2020) and Yarn Pumpkin (November 2020) kits. These craft kits continue to be popular and are typically gone in a week.

Henderson Library is grateful to the Friends of the Torrance Library for funding many of these programs.

PROGRAMMING – YOUTH

In-Person Storytime, Class Visits, and Outreach

Henderson Library continued to offer a large number of in-person youth programs between June 2019 and March 2020. We hosted 47 scheduled storytimes attended by a total of 873 kids and 746 adults. Toddlertime was routinely attended by 20 children on Tuesday mornings. The children especially enjoyed flannel stories and, as always, anything with egg shakers. Pajama-Rama saw

good attendance as well with around 17 babies, toddlers, and preschoolers practicing their listening ears each Wednesday night.

Through March 2020, Henderson Library hosted monthly in-library class visits including 31 separate visits with an average of 26 students from groups walking over from Victor Elementary, St. James Catholic School and South Bay Junior Academy.

For outreach efforts, Youth Services Librarian Lisa Gutierrez, visited St. James Back to School Night and spoke to approximately 150 parents. She also participated in Dr. Seuss Day in March 2020 at Anza Elementary and read to students in their classroom. Prior to the 2019 Summer Reading Program, Ms. Gutierrez spoke at Anza Elementary, Towers Elementary, Victor Elementary and St. James to promote summer reading to 59 classes to reach a total of 1,450 students.

The annual First Grade Outreach campaign in October 2019 was well received by the community. Youth Librarian Lisa Gutierrez visited 4 school assemblies to promote the program and 166 first graders participated in this campaign.

All outreach and class visits to the library were suspended after March 16, 2020. The annual First Grade Outreach campaign for October 2020 was postponed until March 2021.

In-Person Youth Programs

In June 2019 through March 2020, the Henderson Library offered a variety of monthly programs for youth including:

- Thrilling Thursday Theater – 8 programs with 187 children and 125 adults total attendance.
- After-school programs – 8 programs in September 2019 through March 2020 with a total of 193 children and 76 adults. Programs included Mini Model Car Building, Gardening Workshop for Kids, a book discussion, Mad Science Program, and four craft-based programs.

After March 16, 2020 all in-person youth programs were suspended and replaced with pre-recorded storytimes, virtual programs, and curbside crafts. Under this new programming model all programs are library-wide and not centered on a specific library location, so all Youth Librarians worked together to create a program plan.

Virtual Programming

Youth Events for the 2020 Summer Reading Program

- Curbside Crafts – a new craft was offered each week for 8 weeks. These crafts were extremely popular with Henderson Library patrons. Youth Librarians created crafts, along with printable instructions and social media slides for each craft.
- Pre-recorded storytimes were created by each Youth Services Librarian and shared on Facebook and Instagram. Youth Librarian Gutierrez taped two storytimes for SRP.
- Pre-recorded youth performer programs were also posted to social media during SRP. These online programs received lower attendance (views) than a traditional live performance normally would receive.

INCIDENTS

On September 10, 2020, graffiti was discovered on the west side of the building and was quickly removed after contacting the city's Graffiti Hot Line.

FACILITY

COVID-19 Protocols

Henderson Library staff are complying with all city, county and state requirements to protect against the spread of COVID-19. Staff are taking temperatures upon arrival at work and wearing masks in all areas of the Henderson Library. In addition to surface cleaning/disinfecting at 10am and 2pm, we are cleaning every shared workstation, phone and surfaces between users. To ensure safety, we have reconfigured staff work areas to minimize the number of staff who are present in the workroom including giving two staff members assigned tables as their workspace in the main room of the library. Beginning January 1, 2021, staff will be self-screening and self-certifying that they are free of any COVID-19 symptoms, recent close contacts or positive test results before entering the library.

For Curbside Service, Henderson Library has a table with a Plexiglas shield outside the library front doors. Signage indicates safe procedures for picking up holds, including wearing a face covering or mask, and a hand sanitizer dispenser is available near the table. Staff emptying bookdrops and handing materials to patrons are wearing gloves. The curbside table is sanitized after every interaction with an alcohol solution. Returned materials are currently quarantined for five days, with the period of days adjusted as needed based on industry tests and best practices.

Henderson Library currently has custodial service one day a week. In the intervening period library staff maintains the building by emptying trash and cleaning the building/restroom surfaces as needed. Without patrons inside the building, the facility is staying relatively clean.

Building

Henderson Library is still in need of a new roof, but there has not been any large leaks in this reporting period, thanks to a drier winter. We have some existing ceiling tile water stains. Henderson Library continues to have issues with termite hatchings and ant infestations. Treatment by the city staff and ant traps have kept the pests away.

In late May 2020, the single Henderson Library bookdrop necessitating replacing due to rust damage that also impacted the ability to lock the book drop. Estimates for a replacement book drop were secured and a replacement was ordered. To prevent future damage to the bookdrop, a new concrete pad was poured and lawn sprinklers were moved and redirected. The old book drop was removed on September 2 and the new bookdrop was installed and reopened on September 14, 2020.

There is still minor water damage on the front of the building due to run-off from AC water overflow. General Services has been out to clear the drains to prevent further damage. The fence adjacent to the driveway to our parking lot, that had broken boards, was repaired and repainted this past year.

Systems

Due to the Cyber Incident, Henderson Library lost use of staff computers from March 1 through March 26, 2020. The branch was temporarily assigned two Chromebooks from the PORTAL project to access internet, MS office applications, and standardize city Google mail accounts. Public and Staff WiFi remained available during this time and staff used the Chromebooks and library owned iPads to perform work. The Chromebooks were also used to support virtual programming after city workstations were restored.

At the end of June 2020, Henderson Library was assigned a laptop, which is currently used extensively for virtual public programs, staff Zoom meetings, webinar/training attendance, and as a backup device for city workstations.

Henderson Library continues to experience occasional network outages where we lose connections to the internet, Workflows application, and our city network drives, but these outages are generally under 10 minutes. CIT and Network staff continue to address these issues as they occur.

TO: LIBRARY COMMISSION
FROM: YOLANDE WILBURN, CITY LIBRARIAN
SUBJECT: MONTHLY DIVISION REPORT

Administration and Staffing

The Library current vacancies are one full-time Senior Librarian, two halftime Senior Library Pages, and one full-time Library Technician.

North Torrance Library continues to utilize move-ups in the Senior Librarian position while the branch manager is out on leave.

Facilities and Technology

All COVID-19 procedures remain in place.

Services and Programs

The Library continued curbside service at all branches. Due to the holidays, most statistic totals for December were unavailable at the time of posting and will be included in the next month's report.

FY 20/21 Monthly Curbside Statistics

Month	Visits	Circulation
JUL	5382	23207
AUG	5420	23661
SEP	4896	23572
OCT	5918	24029
NOV	5217	21696
DEC	4607	23808

FY 20/21 Monthly eBook Circulation

Month	eBook	Audiobook	Total
JUL	3166	1183	4349
AUG	3275	1138	4413
SEP*	1765	468	2233
OCT	3030	1079	4109
NOV	2942	1071	4013
DEC			

*No Axis360 Statistics available.

FY 20/21 Monthly Kono Statistics

Month	JUL	AUG	SEP	OCT	NOV	DEC
Check outs	68	523	293	412	473	
Articles Read	339	2327	2139	3529	4138	

FY 20/21 Monthly Overdrive Magazine Statistics

The Library received a \$5000 Crisis Collection Grant from the State Library to add a digital magazine collection. Overdrive provides access to over 3000 magazines in a variety of languages. Overdrive magazine access began in early December. The expansion of digital holdings supports the 2020 Plan of Service Priority to Stimulate Imagination by "offering a broad collection of materials in a variety of formats." We will update statistics in future reports.

FY 20/21 Monthly Hoopla Statistics

Month	Movies	Television	Music	Total
JUL*	0	0	0	0
AUG*	0	0	0	0
SEP*	0	0	0	0
OCT	97	58	20	175
NOV	66	58	12	136
DEC				

*Hoopla Music/Movie Streaming added September 29, 2020.

FY 20/21 Monthly Zip Books Statistics

Month	JUL	AUG	SEP	OCT	NOV	DEC
Patrons	112	138	155	168	173	

Youth Services and School Relations

Youth Services continued to offer various virtual programs in December.

Adult Services

Adult Services continued to offer a variety of virtual programs in December.

City, State, and Federal Budget

No updates to report.

Legislative Concerns, CLA, SCLC, and State Library Relations

California Library Association is encouraging Virtual Day in the District visits for 2021. More information will be forthcoming on how out commissioners can participate.

Community Relations

The Library received high praise and a \$150 donation from a patron appreciative of the work of Librarian, Phil Ross. Mr. Ross was instrumental in locating articles written about the Torrance resident as a child. The research found was shared with the patron's siblings, children and grandchildren. Mr. Ross was featured on the City of Torrance Facebook Page.

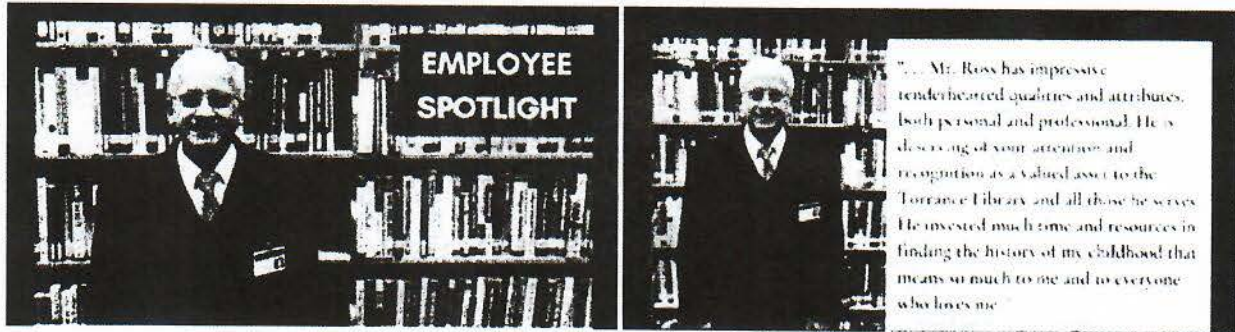


City of Torrance Jobs


December 23, 2020 at 1:22 PM

Employee Spotlight Meet Phil Ross! Phil recently received a sincere and heartfelt commendation from a library patron. In a letter received by the Torrance Public Library, Phil was commended for his assistance in researching historical newspapers in search of a specific 1950's article written about the patron's childhood. Phil was successful in his search, and was able to provide a means for the patron to continue to share her story with those close to her.

Join us in recognizing Phil for his outstanding work!



Respectfully submitted,


Yolande Wilburn
City Librarian