

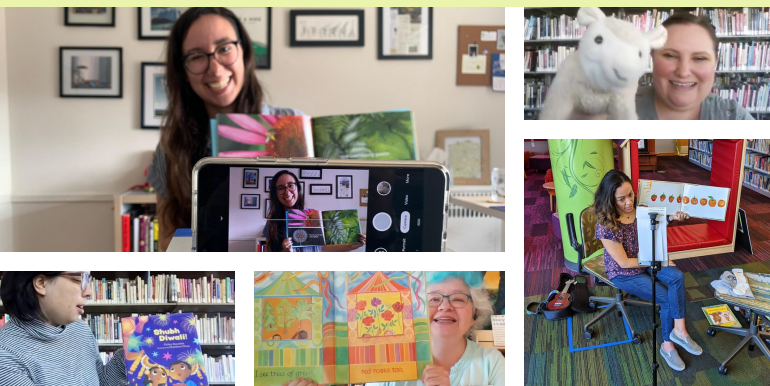
Annual Report | FY20/21



Going Virtual

The Palo Alto City Library closed to the public on March 13, 2020 due to the Covid-19 pandemic. Library staff worked remotely until returning to work to set up Sidewalk Services in late June. The Library moved all of its events online, providing **548 virtual events** from April 2020 to June 2021 with **39,415 attendees**.

- Moved all events online through Zoom and Facebook Live, including book clubs, ESL classes and various Teen programs, storytimes and author events.
- Launched several initiatives including Book to Action, Summer Reading Program and Palo Alto Reads.
- Partnered with Stanford's The Bill Lane Center for the West to host several author events for Palo Alto Reads and Asian American Pacific Islander Heritage month.
- Launched Shelf Made, an online readers' recommendation service, in May 2020, filling over 300 requests.



97,523
APPOINTMENTS/
VISITORS



842,786
CHECKOUTS



239,539
HOLDS FILLED



2,433
EMAILS



40,081
PHONE CALLS



701,955
WEBSITE VISITS



50,608
SOCIAL MEDIA
ENGAGEMENTS



62,704
VIDEO VIEWS

Supporting City Communications and Recovery Efforts

Library staff assisted the City's Public Information Officers group to produce content for the Coronavirus Report community newsletter (now Uplift Local) from March 2020 through June 2021. Staff researched and provided wellness and family resources for Palo Alto's outreach efforts to assist in the City's pandemic support and recovery efforts.

Community Support Call Center

The Library and Community Services Department launched a Community Service Call Center in March 2020, to provide updated public health information to the community, while continuing to develop online virtual programs and resources for the community.

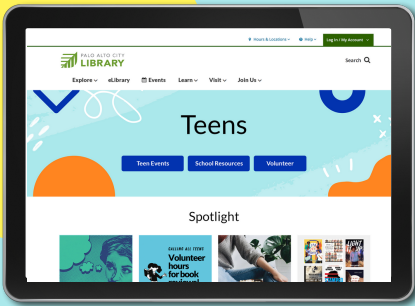


5,025
QUESTIONS
ANSWERED

Technology & Innovation

The Library was the recipient of three competitive grants from the Institute of Museums and Library Services and Pacific Library Partnership that provided funding and support to staff to present quality virtual programs. The IMLS grant of more than \$129,000 was awarded to the Library, Art Center and Junior Museum & Zoo.

To meet the increased demand for digital access, the Library bolstered its popular online resources with funding from the Friends of the Palo Alto Library. New digital offerings include access to tech eBooks from O'Reilly and streaming of classical concerts through Medici.tv. The eBranch team worked on various projects, including a redesign of the Library website; supporting the City's IT department and website management; and setting up online platforms for the Library's virtual events, such as YouTube, Twitch and Zoom.



17,438
NEW ITEMS (PHYSICAL)
ADDED

14
NEW DIGITAL
SERVICES ADDED

Sidewalk Service

From July 2020 to April 2021, the Library provided curbside library service for picking up holds and returning items. During this time, customers were unable to use the benefits of automation and self-service so Library staff checked out materials and processed returns manually. The Library is proud to have fulfilled over 45,000 appointments while keeping staff and customers safe.



Reopening

In April 2021, the Library transitioned from Sidewalk Services to limited in-branch services. The Children's Library reopened on April 13, followed by the Mitchell Park Library on May 4 and Rinconada Library on May 20. By June, the Library restored more services like additional seating, public computers and study rooms.

The Library is now planning to implement phased reopening and expansions of all locations. The College Terrace and Downtown branches will open two afternoons a week starting in late August, followed by the expansion of hours at Mitchell Park and Rinconada Libraries by late September. The Library will fully reopen to the Council approved schedule (to six days a week at Mitchell Park and Rinconada, and three days of service at the other branches) in late October/early November once vacancies are filled to staff these locations. Rinconada will be open for eight hours each open day.

