

Library Commission Meeting 5/6/2020

Item #9

Cupertino Library Report

UPDATE - MAY 2020

CUPERTINO LIBRARY

Here for you at home, 24/7



ASK US!

Connect with library staff daily from 10am-6pm by chat and phone.

ACCOUNT QUESTIONS: 408-540-3945

ASK A LIBRARIAN: 408-540-3947

CHAT: scclld.org/ask-a-librarian



LIBRARY STAFF HELP

As Santa Clara County employees, several Cupertino Library staff are serving as disaster service workers, helping with emergency operations. We appreciate all they are doing to help keep our communities safe.

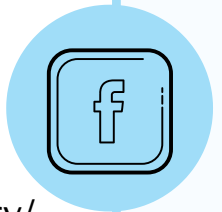
MEDITATION AND MORE

Our popular in library meditation program and Chinese book discussion have moved online! Join these virtual sessions and other great programs at bit.ly/SCCLDOnlineevents



FIND US ON FACEBOOK

Find great reads and keep up with the latest Cupertino Library news on our Facebook page! Follow us online at facebook.com/CupertinoLibrary/



KEEPING KIDS ENGAGED

From live online storytimes, origami and STEAM programs, to eBooks and homework help, there is something on our website for every young learner. Visit scclld.org/kids/ to see what we have to offer.



CELEBRATE MOTHER'S DAY WITH POETRY!

Join Cupertino Poet Laureate Jing Jing Yang for a special morning of poetry via Zoom celebrating mothers everywhere!

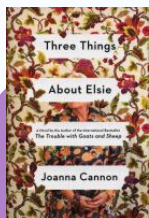
Saturday, May 9 @ 11am
Register at bit.ly/CPL5920



STAFF PICKS - MAY 2020

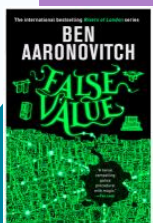
CUPERTINO LIBRARY

Here for you at home, 24/7



LIBRARIAN KYLA RECOMMENDS...

Three Things About Elsie by Joanna Cannon - a tricky mystery in which an elderly woman, who may or may not be confusing memory and reality, notices things are being moved around her apartment and a new resident at her retirement home may or may not be a man who died years ago. Available in eBook and an eAudiobook format at sccl.bibliocommons.com/item/show/660108118.



LIBRARIAN ROSLYN RECOMMENDS...

False Value by Ben Aaronovitch - Book 8 of the Rivers of London series, where magical detective Peter Grant continues his romance with London while he goes undercover with a tech startup. Once he's established, he discovers that his former partner is enmeshed with the evil magician threatening the city. Will she blow his cover? Available as an eBook and eAudiobook at sccl.bibliocommons.com/item/show/789956118.



LIBRARIAN JENNY RECOMMENDS...

Agatha Christie Poirot on Acorn TV - a dapper and brilliant Belgian detective investigates murders in England, during the 1920s and on. This diminutive detective cracks cases with a sharp mind, dry wit, and help from his friends. Available for streaming at <https://sccl.org/resource/acorn-tv-from-rbdigital-streaming-video/>.



LIBRARIAN ROBYN RECOMMENDS...

Brainfuse Online Tutoring and Homework Help for Students - Students in K – 12th grade can connect live with a free tutor in just about every subject. Schedule your student's day through Brainfuse with one-on-one help that they may need at this time, and make use of the flashcards and practice tests while you are at it. Access Brainfuse for free with your library card at <https://sccl.org/learning-homework-help/>.



Bookmobile
Campbell
Cupertino

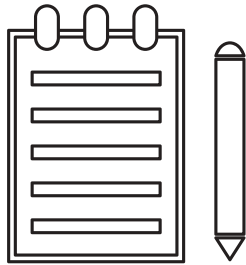
Gilroy
Los Altos
Milpitas

Morgan Hill
Saratoga
Woodland

Use your library card for access to our entire online library, available 24/7, including eBooks, audiobooks, downloadable movies, music, magazines, newspapers, international content, online learning, research and more.

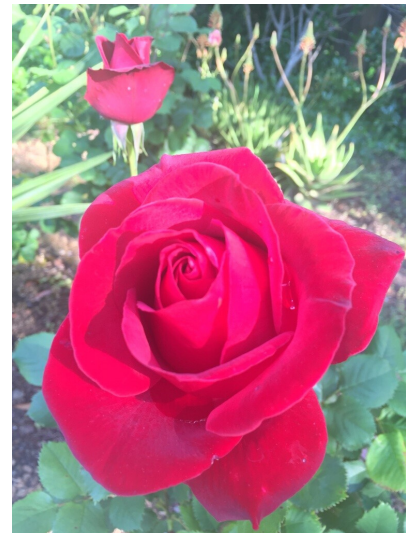
Don't have a library card? Sign up for an eCard at sccl.org/card-application/.

Cupertino Poet Laureate Presents



SATURDAY POETRY PENPALS

*Join Cupertino Poet
Laureate Jing Jing Yang
for a special morning of
poetry celebrating
Mother's Day!*



SATURDAY, MAY 9

11:00 AM

JOIN ONLINE VIA ZOOM

SIGN UP AT [HTTPS://BIT.LY/CPL5920](https://bit.ly/cpl5920)



Library Commission Meeting 5/6/2020

Item #9

Santa Clara County Library District Report

May 2020
Library Stakeholder Report
Jennifer Weeks, Acting County Librarian

Library and Patrons Embrace a Digital World

As we close out our seventh week of shelter in place, we have made significant changes to the way we offer library services in this “new normal”. Since March 16 when the shelter in place mandate took effect, all library staff have been teleworking in accordance with the county directive to flatten the curve and keep everyone safe.

Something you may not be aware of, SCCLD staff are county employees and all county employees are Disaster Service Workers. We’ve had many of our pages, clerks and warehouse staff called in to serve as Disaster Service Workers and we are very proud of the important work they are doing on behalf of Santa Clara County.



What seems like overnight, we have moved from a physical world to an all-digital world to serve our patrons. This includes providing:

- Technology, training and support to staff to successfully telework
- Access and expansion of the digital collection
- LIVE online programs Mon-Sat
- Call in book clubs for those who prefer to use a phone over a computer
- Phone, chat and email reference and account service 7 days/week from 10am-6pm
- Website refreshed frequently to focus on all digital materials and new services
- Weekly email communications to patrons ([sign up to receive our weekly emails](#))

All of this has resulted in even more engaged library users with the following:

- eCards: Over 2,300 new eCards in the month of April and almost 3,600 since we started shelter in place
- Student eAccounts: Access to the student portal increased from 3,000 views in Feb to 9,000 in March and over 11,500 views in April
- Streaming Video: Patrons are enjoying streaming video with our numbers doubling
- Chat: Patrons are appreciating our chat service as our chat volume had tripled
- Phone: We’ve implemented a new centralized phone service to be able to receive and answer calls from patrons remotely from centralized phone numbers

- eBooks: Our patrons continue to enjoy reading as our eBook circulation increased from 60,000 to 150,000 checkouts

WHAT'S NEW:

We've continued to add to the list of resources, programs and services we provide. Some notable additions include:

- New phone service to call and speak with a Librarian or Clerk live with reference or account questions. Our staff are available Monday through Sunday from 10am – 6pm to answer questions.
 - [Ask-a-librarian](#): (408) 540-3947
 - [Account questions](#): (408) 540-3945
- [School age programs](#): Storytime is a fun, engaging way for little ones to develop a love of literacy. In addition to the [family storytimes](#) that are offered Monday-Saturday, we're offering a special storytime on Tuesdays 5pm on Facebook LIVE for children ages 5+, plus book groups for school age kids
- [Teen Adulting 101](#): For our teens, we have a series of videos by the Founder of Life Launch on different topics important and relevant to teens.
- [STEAM](#): Science Technology Engineering Art Math programs are important to keep young minds developing. Our staff have started a STEAM program for school age kids.
- [Bilingual Storytime](#): We've implemented a weekly storytime in Spanish/English on Thursdays at 5pm and Mandarin/English on Fridays at 5pm. These special storytimes are very well attended!
- [ESL Conversation Clubs](#): Our ESL Conversation Clubs and ESL book club are by registration only and very quickly we found each of the classes had a waitlist for more to join. Each session allows 20 participants and we currently offer classes 3 days/week. We will continue to expand the number of classes we offer in May
- Programs for Adults: So the kids and teens don't have ALL of the fun, we have virtual [film clubs for adults](#), [SCORE to learn how to start a business](#), [book groups for all ages](#), and more.



SCCLD Is Ahead of the Curve

We are fortunate that as the entire world was forced to shift to a virtual world, SCCLD had already made some key investments and implementations that helped us make the turn quickly and effectively. We had completed the following critical initiatives prior to COVID-19:

- Launched the brand new website with many new features and staff enabled updates
- Recently trained our staff on how to add events and blogs to the new website
- Designed and implemented an online Library eCard registration platform
- Implemented Sharepoint intranet for safe internal file sharing and communication
- Implemented Office365 for secure, remote access to work files
- Purchased laptop carts containing 12 laptops for each of the community libraries
- Conducted a study to identify a new, centralized phone service provider

All of these actions have paid off in allowing SCCLD to successfully telework from home and provide valuable library services to our patrons—virtually. Our IT staff quickly went into action to configure the laptops we had for public programs to make these available for staff to conduct work from home. And now, our talented library staff are fielding patron chat, email and phone questions, have increased the frequency of blogging, are conducting live virtual programs, posting on social media, and can access their work files and take valuable training courses from home. And to highlight this work, our virtual library team skillfully redesigned the homepage and other key pages of the website to focus solely on the virtual services and online resources we currently offer.



Our patrons are fortunate that we built our custom eCard registration platform for residents without a library card to instantly receive an eCard with the Santa Clara County Library District as we shelter in place. This card gives the user immediate access to borrow all online materials available through SCCLD.org.

And finally, since we had already worked with the 13 public K-12 school districts within our Library District to provide all 90,000 students with a Student eAccount, all students in our district can access our digital resources to support at home learning.

What's Next?

SCCLD is working on identifying what steps are needed to reopen when the time is right, with a safe, phased approach. We will map out what services we can offer according to the county health guidelines for our staff and patrons to be successful. We have a team working on this plan which will be informed by information from IMLS, other leading library systems, ALA, PLP and more. We will be updating you through the commission meetings or by email when our plans are ready to be shared.

Please enjoy this short video we created for you. If you would like a copy of the video to share, please contact Diane Roche at droche@sccl.org. [Thank you for your support of the library. We miss you.](#)

Library Commission Meeting 5/6/2020

Item #9

Poet Laureate Report

Q2 2020 Cupertino Poet Laureate Report

1. Mar 23: Met City, Library commissioners at Library to briefly discussed visions and plans. Trying to get around with the CPL social media.
2. April 18th: planned for about 2 weeks with Clare, and finally had our first Zoom Saturday Poetry Pen Pals workshop for Ballad of Mulan to Keep the fighting spirit to fight Coronavirus. It was a great success!
3. April 23th, Requested by the city - Bryan & Molly to coordinate with #CupertinoCares Initiative Poetry Slam completed a poem during Cupertino Poetry Circle session with Ron, to be published at the City website: <https://www.cupertino.org/home/showdocument?id=27451> Caroline read this poem on April 24th!
4. May 2nd, Invited by Ann Muto, attended “Bay Area Poets Laureate Reading while Shelter in Place” – met and greeted by formal and current Poets Laureate from the Bay Area.
5. May 4th: Expanding the horizon of Cupertino Poetry Laureate and as a bilingual poet, I participated the “Poetry During Crisis Symposium” at Hunan Normal University as a guest speaker on May 4th, along with the formal US Poet Laureate Juan Felipe Herrera and other well-known poets, Scholars, professors and young students from LA, Chicago, Hong Kong and China! Poetry has been promoting love, courage and connection during the Pandemic – we need it more than ever - the presentation was powerful, uplifting & an “extraordinary success”! I am in touch with Mr. Felipe and hopefully he can join us one day!



6. May 9th, working with Clare to have our second workshop/Open Mic this Saturday with Poetry Pen Pals to celebrate Mother's Day.
7. May 15th: After #CupertinoCares Initiative, Poetry Slam poet, I've got an email from the principle of Mary Alarid-Enright, Principal, Faria A+ Elementary School, will help her run this event.
8. May 22: Jeff Moe from Cupertino Rotary invited me along with to be the judge of the Cupertino Rotary Student Poetry Contest on May 22nd, on the 21st, I am going with meet another 2 judges Kaecey and Jenifer on Zoom to discuss about 122 poems submitted by elementary and mid-school students.
9. June 18th: From Alan Lowe, to help enter and support June 18th, the Voice of Lincoln Poetry Contest for Adult and Young Poets.

Jing Jing Yang
Cupertino Poet Laureate
05/06/2202

10. Reconnected with Amanda Williamsen and Ron Miller for the in depth poetry discussion. Exchange ideas with Amanda even though she's in Oregon, running a poetry memoir workshop for seasoned writers.
11. May is Asian Pacific American Heritage Month and also the 151 years memorial of the First transcontinental railroad - the Golden Spike is forever linked with Stanford University. I plan to team up with a film maker to tell story to inspire poets with our rich history and heritage. Footage is available either from Whitney or I can share my screen. **Poetry & Films are always intertwined as twin sisters.**
- <https://www.kqed.org/about/program/heritage-months>
<https://www.kqed.org/about/13497/on-tv-asian-pacific-american-heritage-month>
<https://www.nps.gov/gosp/index.htm>
<https://news.stanford.edu/2019/05/08/first-transcontinental-railroad-stanford-forever-linked/>
12. Throughout history, a tremendous numbers of movies were based on poetry,
A. Mulan – I have played 2 clips at my last workshop and the audience loved it.
B. <https://www.gibransprophetmovie.com> by Gibran's Prophet.
C. Movies based on Homers has a long list:
• https://en.wikipedia.org/wiki/List_of_films_based_on_Greco-Roman_mythology
• [*Hercules and the Amazon Women*](#) (1994) (TV)
• [*Wonder Woman*](#) (2008)
Etc...
13. Outdated CPL Multi-media needs to be addressed and its Instagram and Twitter accounts are needed to be synced with upcoming updates. The websites' accuracy represents the face of the city of Cupertino. And I believe the CPL marketing process could be optimized!



Jing Jing Yang, Cupertino's sixth Poet Laureate and the 1st Place Winner of Celebrate Creativity Poetry Contest ("Logograph" 2017). Jing Jing is a Bilingual Poet, she grew up with a love for Chinese classic poetry. She is one of the contributors of recent Cupertino Community Anthology.

A TALK BETWEEN A POET & A FILMMAKER

Min Zhou is an active journalist and filmmaker based in the San Francisco Bay Area, Min has been focused on researching Chinese-American immigrant history and working on multiple documentaries. She is the director and producer of documentary film Going Home and A Trilogy: The Builders of the Iron Road.

