

**Palo Alto City Library**  
**January 2018 Report**  
**Monique leConge Ziesenhenné, Library Director**

*The Palo Alto City Library staff plan and implement many diverse and exciting programs for the community throughout the year. In this report I like to highlight a few of our recent noteworthy events and activities. If you would like more detailed information about any of our programs, please contact me via phone at **650.329.2403** or by e-mail at **Monique.leconge@cityofpaloalto.org**.*

**STATISTICS:**

| <b>Periodicals and Digitization Statistics</b>       | <b>Jan<br/>2018</b> | <b>Feb<br/>2018</b> | <b>Mar<br/>2018</b> |
|------------------------------------------------------|---------------------|---------------------|---------------------|
| Magazines added to the collection                    | 404                 |                     |                     |
| Magazine deleted from the collection                 | 224                 |                     |                     |
| Continuations added to the collection                | 44                  |                     |                     |
| WITHDRAWN items deleted from catalog                 | 410                 |                     |                     |
| WITHDRAWN bibliographic records deleted from catalog | 54                  |                     |                     |
| MISSING items deleted from catalog                   | 48                  |                     |                     |
| MISSING bibliographic records deleted from catalog   | 17                  |                     |                     |
| Records deleted from OCLC                            | 391                 |                     |                     |

| <b>Acquisitions Statistics</b> | <b>Jan<br/>2018</b> | <b>Feb<br/>2018</b> | <b>Mar<br/>2018</b> |
|--------------------------------|---------------------|---------------------|---------------------|
| Titles Ordered                 | 1193                |                     |                     |
| Titles Received                | 1312                |                     |                     |
| Titles Invoiced                | 1312                |                     |                     |
| Titles Cancelled/Deleted       | 46                  |                     |                     |
| Vouchers Posted                | 190                 |                     |                     |
| Checked-In New Materials       | 2429                |                     |                     |
| Placed Holds for Customers     | 55                  |                     |                     |
| Invoices Paid In SAP           | 75                  |                     |                     |
| FOPAL Invoices Paid            | 58                  |                     |                     |
| Unpacked Boxes                 | 139                 |                     |                     |
| Recycled Boxes                 | 112                 |                     |                     |

| <b>Technology/System Administration Statistics</b>                                   | <b>Jan 2018</b> | <b>Feb<br/>2018</b> | <b>March<br/>2018</b> |
|--------------------------------------------------------------------------------------|-----------------|---------------------|-----------------------|
| System records modified, created or deleted by SA                                    | 46,700          |                     |                       |
| System records extracted and sent to 3 <sup>rd</sup> party vendors                   | 1,262,834       |                     |                       |
| Emails sent by system(s) to users and monitored by Business Analyst                  | 41,476          |                     |                       |
| Contacts (phone, email, in person) with patrons regarding technology troubleshooting | 58              |                     |                       |
| Contacts (phone, email, in person) with staff regarding technology troubleshooting   | 125             |                     |                       |

**Create a variety of opportunities for learning and provide effective tools for improving all types of literacy**

Technology/System Administration:

- Met with new public pc management software vendor to discuss implementation options, timeline and assess resources working collaboratively with the Information Technology Department to secure servers and understand networking and security issues associated with the project.
- Coordinating with the Information Technology Department the installation of specialized software on dedicated public pcs for use in programming the NAO robot.

**Strengthen the community and the library through effective partnerships**

Periodicals and Digitization:

- Janet and Bob worked with Margaret Feuer of the Palo Alto Woman's club to begin preparing the items from the Woman's Club archives that were chosen for inclusion in the California Revealed project. Janet and Margaret were given access to Islandora so that they will be able to create and edit metadata for the Woman's Club collection. Bob worked with Brian George of the Palo Alto Historical Association to secure a high-quality copy of the only A-V item in the Woman's Club collection. This item has already been sent for digitization; the remaining items will be sent in the spring.

**Expand virtual customer experiences**

Periodicals and Digitization:

- Bob has been gathering information about digital newspaper subscriptions in response to a patron's purchase suggestion.

Technology/System Administration:

- Assisted team with new web catalog and website launch
- Communicated with customers via email, phone and in person to troubleshoot account issues online including receiving email notices, SMS, login issues, remote database authentication, LINK+ requesting, etc.
- Upgraded core ILS system (Integrated Library System) which feeds data to all 3<sup>rd</sup> party products, including web catalog(s).

**Facilitate civic participation and effective community engagement**

Periodicals and Digitization:

- Bob has begun preparing the Edward Durell Stone exhibit and lecture to be presented at Rinconada in July.

Technology/System Administration:

- Continued to attend meetings with PAUSD to work on implementation process of School Success Initiative, which will create library cards for all PAUSD students in a phased approach.

**Foster a culture of excellence, continuous improvement, and risk-taking**

**eLibrary**

The Library soft-launched the eLibrary on November 23, 2017, followed by the hard launch on January 23, 2018.

The soft launch had a number of goals in mind:

- Generate awareness and buzz
- Solicit feedback from staff and customers to guide improvements
- identify bugs
- allow customers to register their accounts with BiblioCommons early to soften hard launch impacts on staff

**Registrations**

During the soft launch period we saw 1,173 registrations, or 15% of our 'Active in Last 30 Days' customers.

In the first week of hard launch, registrations surged to around 3,300 customers, or 22% of our 'Active in Last 30 Days' customers.

We consider this very successful. The benchmark for similarly-sized libraries implementing BiblioCommons is about 2/3 our number.

**Customer Response**

The library made available the eLibrary Help line for customer calls beginning the first week of hard launch. On the first day, we saw 58 calls to this line. The majority of these calls were focused on helping customers set up their BiblioCommons accounts.

The Library also made available a Feedback form. During soft launch, we received 77 submissions, most from staff.

In the first week of hard launch, we received 52 submissions. This time, the bulk from customers.

An analysis of the first days' feedback broke down as follows:

- 25% Positive reactions
- 22% Negative reactions
- 38% Inquiries for assistance

Some notable comments include:

- The home page now has all the key things I typically need from events, kids content, e-content, new books and many other categories. All of these just an easy scroll from my phone .. awesome! Thanks for making it so easy.

- Thank you for the extended eLibrary service. I am very excited to explore and use the sharing capabilities to connect with other library users both locally and globally.
- Much simpler to check things out all at once. The previous site seemed clunky to use.
- Teens are huddling around catalog stations.