

Director's Report October 3, 2011

- Lisa Rosenblum presented at the League of Cities Conference in San Francisco on September 22nd. The topic was "Library Services for Today and Tomorrow". She spoke about the Sunnyvale merged services model as well as the importance of using technology to provide services in the most cost effective way.
- Every Friday morning an enthusiastic group of people meets in the Library Program Room to practice speaking English. The English as Second Language (ESL) Conversation Group attracts Sunnyvale residents from countries all over the world including China, Russia, Japan, Korea, India, Spain, Mexico, Argentina, Hungary, Iran, Lithuania, Taiwan, Vietnam, Hungary and Georgia. Each week brings new faces as well as returning participants. The program was initially led by a trained ESL teacher who then trained the librarians to lead the discussion groups. Now librarians run the program, choosing a short article to discuss each week. Small groups, made up of people, who speak many home languages, discuss the articles with each other and a group leader. Confidence in speaking English is growing weekly.
- Library and Community Services divisions have combined their respective Constant Contact email messaging accounts. This will save the City money each year and benefit customers since they will be able to register and manage their email preferences for Library and Community Services email lists in one central location.
- On September 21, The Clef Divers, a San Francisco-based a cappella group, performed at the library, sponsored by the Friends of the Library. They treated over 75 people to 30 minutes of music, then taught an "A Cappella 101" class where participants learned and practiced how to breathe, the basics of vocal percussion, and how a song on the radio can be arranged for voices only. A video of a song from their performance is available at: <http://youtu.be/UrTs9SvvsFA>. In the near future, staff will also have a podcast (audio only) of the full show.
- In response to the increase use of our Chinese collection and customer requests, patrons are now able to input Chinese characters on one of the public Internet access computers in the Technology Center. Library staff plans to roll this technology out to additional public Internet PCs by early October.
- In September, Children's Librarian Marti Krow-Lucal took part in a panel discussion, with other Bay area bilingual Spanish/English librarians, on *Bay Area Style: Programming and Outreach to Latinos* at the REFORMA National Conference in Denver, Colorado.
- The renewal period for Link+ items has changed from 2 weeks to 3 weeks. Link+ items can still be renewed 2 days before the due date.

- Maps that show patrons how to locate the delivery area have been printed to distribute to patrons who need help getting boxes of donations out of their cars. Maps are available at the Customer Service desk.
- In addition to the four dedicated computers in the children's area which can only be accessed by children who are ages eight through twelve (with parental permission), there are now six computers in the newly renovated teen area, which can only be accessed by teens who are thirteen through seventeen years of age. Teens also have access to the adult computers in the Tech Center.

HANDOUTS

“County Library’s New Fee Leads to Boost in Registration at Sunnyvale Public Library” by Alia Wilson, [San Jose Mercury News](#), 9/15/11.

“Cupertino Shorts: New Hours take Effect at Cupertino Library”, [San Jose Mercury News](#), 9/8/11.

“PlaneTree Is Moving: New Home to Be in Cupertino Library”, [PlaneTalk: The PlaneTree Health Library Newsletter](#), September 2011.