

June 23, 2020

From the Desk of Mary George, Director of Library Services

Hello Friends and Fellow Library Lovers,

As summer begins, I hope this note finds you and yours well and that you are safely beginning to enjoy your favorite haunts around the County as efforts to [Reopen Placer](#) continue. Thank you for your patience as my staff and I determine the best ways to safely resume services for our nine varied library locations scattered throughout Placer County. Visit us at www.placer.ca.gov/library for updates.

I am excited to share with you that the Auburn Library began providing contactless [Curbside Service](#) at the Auburn Library on Monday, June 22. Now you may place new holds and have them delivered to your vehicle by Library staff Mondays, Tuesdays, and Wednesdays from 9:00am-Noon. You can also return items to the Auburn Library Monday-Friday 9:00am-4:00pm. After evaluating the demand and service delivery at the Auburn Library, staff will initiate plans to expand contactless service to North Lake Tahoe and South Placer library users.

At this time, all permanent library staff have transitioned back to work inside your local libraries. Some of them are currently on-call as contact tracers to support the efforts of Placer County Public Health to keep us all safe. Some of you may have visited the Rocklin Library to take a [COVID-19 test](#); the Rocklin Library has proven to be a comfortable and convenient testing site for health care workers and Placer County citizens.

Despite the COVID Library closures, staff continued to work behind the scenes to serve you virtually. In support of those efforts, we:

- Upgraded the Library's catalog to provide the most current software versions and bring you the latest in online customer browsing and library card management.
- Added new e-books, streaming movies, and e-audiobooks to the [Hoopla](#) platform with a \$5,000 grant from the California State Library.
- Increased the use of e-resources by 20% since February 2020.
- Issued more than 500 new [e-Cards](#).
- Created fun and informative content to the Library's social media pages.

- Convened the first-ever virtual Library Advisory Board meeting via Zoom.
- Launched a fun and creative virtual [Summer Reading Program](#) for all ages.

Currently, staff are diligently ordering and processing new library materials, delivering items from all nine libraries to fill holds, and quarantining returned items before they are checked in and shelved. In addition to the many building retrofits we must implement before we can safely allow customers into our locations, library staff are also adding Radio Frequency Identification (RFID) tags to all library collections to facilitate the installation of self-service technology option and Automated Materials Handling. This technology will create opportunities for more efficient ways to conduct library business, giving you more control over your library experience as well as limiting the handling of materials, an important safety consideration for you and library staff during this pandemic.

As the world begins to open again, the Placer County Library will continue to evaluate ways to increase services and reimagine the safe use of its facilities. Staff will be the smile behind the mask, solving information needs and suggesting good reads. Together we have an opportunity to reinvent community and how the library serves that community. I know we will all rise to the challenge.

Mary