

LIBRARY AND RECREATION DEPARTMENT

COVID RESPONSE REPORT

July 18 - December 31

2020

THE CITY OF



PLEASANTON®

LIBRARY SERVICES

SIDEWALK SERVICE
(PATRONS SERVED)

July
1,384 served

August
2,099 served

September
3,714 served

October
2,856 served

November
1,909 served

December
2,680 served

14,642
TOTAL PARTICIPANTS



65,101

HOLDS
FILLED



8,452

NEW MEMBER
REGISTRATIONS



1,129

ZENDESK HELP
TICKETS SOLVED



330,716

DIGITAL & PHYSICAL
CHECKOUTS



6,286

ITEMS ADDED
TO COLLECTION

VIRTUAL
PROGRAMS



8,619

LIVE VIRTUAL
STORYTIME VIEWS



45

ONLINE BOOK
CLUB PARTICIPANTS

ON-SITE
PROGRAMS



195

PRINT JOBS FILLED



1,323

BOOK BUNDLE
ORDERS FILLED



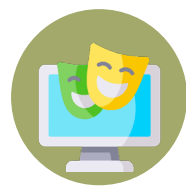
CIVIC ARTS



5 LIVESTREAM
VIRTUAL
CONCERTS



87 TICKET PURCHASES
TO VIRTUAL
CONCERTS



76 TICKET PURCHASES TO
CREATURES OF IMPULSE
LIVESTREAMS



960 ON DEMAND VIEWS
OF HOMETOWN
HOLIDAY
CELEBRATION

PLEASANTON LIVE

7,702 VIEWS

ARTISTS FEATURED **24**



ESSENTIAL SERVICES

PARATRANSIT



280

GROCERY
STORE TRIPS



147

MEDICAL
APPT. RIDES



8

NEW
CLIENTS



SENIOR LUNCHES

July

1,948 served

August

1,870 served

September

1,966 served

October

2,065 served

November

1,705 served

December

2,003 served

MEALS ON WHEELS



JULY

2,998 MEALS SERVED

AUGUST

2,938 MEALS SERVED

SEPTEMBER

2,809 MEALS SERVED

OCTOBER

2,806 MEALS SERVED

NOVEMBER

2,728 MEALS SERVED

DECEMBER

2,826 MEALS SERVED



HIGHLIGHTS

- ▶ 422 Friendly senior calls completed
- ▶ Virtual Drop-In Programs:
 - Tuesday Talks with Friends (weekly)
 - Photo Club (Monthly)
 - Personal Technology Users Group (Monthly)
 - Name that Tune (Monthly)

“ As a newcomer to the PSC and the activities that you are providing during these challenging times I am thoroughly enjoying the ones I have been able to participate in...I look forward to the time when we can all be together in one space.. ”

IN-PERSON PROGRAMS

SPORTS & AQUATICS

37 CONTRACT SPORTS CLASSES
347 PARTICIPANTS
6,745

COLLECTIVE FIELD RENTAL PARTICIPATION

3,058 LAP SWIM RESERVATIONS

CHILDCARE

Lil Camp P-Town

24 CHILDREN SERVED
10 STAFF

Ridge Runners

10 CHILDREN SERVED
3 STAFF

VIRTUAL PROGRAMS

SENIOR CENTER



28
 REGISTERED FOR FALL PREVENTION EVENT



5
 ARTS & CRAFTS SOCIALS WITH FRIENDS OF PSC

21 SESSIONS
316 PARTICIPANTS
 RADD FRIDAY ZOOM SESSIONS

ALVISO ADOBE



45 USERS

ADVENTURE LAB APP



178 VIEWS

NATIVE WAYS & RANCHO LIFEWAYS FIELDTRIP



351 VIEWS

360 TOUR OF THE PARK



324 VIEWS

OHLONE MATERIAL CULTURE EDUCATIONAL RESOURCE



CONTRACT CLASSES

322 STUDENT PARTICIPANTS IN CONTRACT CLASSES