Library Bidwell Forum   **September 15, 2008**
                                                             7:00 p.m.

The public is invited to address the Library Board on all items on the agenda or on any library matter not on the agenda. Comments may be given when any item is scheduled for consideration. Each speaker is requested to limit comments to three minutes. The Board President may limit redundant comments.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Library Administrative Assistant at (626) 852-4891. Notification 48 hours prior to the meeting will enable the Library to make reasonable arrangements to ensure accessibility to this meeting.

1. **CALL MEETING TO ORDER**

2. **PUBLIC COMMENT PERIOD**
   Anyone wishing to address any Library matter that is on the agenda or not on the agenda may do so at this time. No action will be taken on items brought up at this time

3. **ADOPTION OF AGENDA**
   Possible motion to revise order of business or other

4. **CONSENT CALENDAR – action item**
4.1 Minutes of meeting of August 18, 2008, Encl., page 1

5. **SPECIAL PRESENTATION**

5.1 Summer Reading Clubs Wrap Up, Encl., page 6
   Senior Librarian Cindy Romero to present

6. **REPORT OF LIBRARY DIRECTOR, Encl., page 10**
   Written report attached. No action will be taken on any items brought up at this time

7. **UNFINISHED BUSINESS**
7.1 Library Board Goals for FY 2008/2009, Encl., page 38
   President Conway to lead discussion on finalizing Library Board goals

8. **NEW BUSINESS**
8.1 Holiday Hours for 2008 – **action item,** Encl., page 39
   Board to discuss and affirm holiday hours for 2008

8.2 Parking Issues
   President to lead discussion on limited parking available for public use

8.3 Library Events Calendar, Encl., page 40
   A calendar of library or significant community events that include library staff participation. All or some of other Board members might choose to participate, no action is required

9. **BOARD MEMBER ITEMS**
9.1 Agenda Planning Calendar, Encl., page 41
   Plans for future meetings to be discussed

9.2 Board member items
   Announcements only—no action will be taken on any item brought up at this time

10. **ADJOURNMENT**

4.
Consent Calendar

\

Library Bidwell Forum   August 18, 2008
140 S. Glendora Ave, Glendora CA 91741   7:00 p.m.

The Regular Meeting of the Glendora Library Board of Trustees was called to order at 7:00 p.m. by Vice President Mike Conway.

Board members Present: Mike Conway, Sylvia Slakey, Debbie Deal, Tricia Gomer, Helen Storland

Board Members Absent: None

Staff Present: Robin Weed-Brown, Library Director; Elke Cathel, Administrative Assistant;

2.   INTRODUCTION OF NEW LIBRARY TRUSTEE HELEN STORLAND
Conway welcomed new Library Board member Helen Storland.

3.   PUBLIC COMMENT PERIOD
There was no public to comment.

4.   ADOPTION OF AGENDA
There were no changes to the order of the agenda.

5.   CONSENT CALENDAR

5.1   **It was MSC (Slakey/Deal) to approve Minutes of meeting of July 21, 2008. The motion carried 3-0-0 as follows: AYES: Slakey, Deal, Conway; NOES: None; ABSENT: None; ABSTAIN: Gomer, Storland**

6.   REPORT OF LIBRARY DIRECTOR
Weed-Brown informed the Board that she brought the comments from the annual user survey for any interested Board members to read. A small sample of comments is included in the Board packet. Weed-Brown stated that patron comments were very positive for the most part with only a few negative comments about the noise level and cell phone use. 700 surveys were handed out with about 500 responses being returned.

Deal congratulated Romero, Dodson and Pankow for receiving 2nd year ELF grant funding. Weed-Brown stated that she was informed by the Finance department that the ELF grant was not included in the 08/09 budget, although the library submitted the information during the budget process. A budget amendment will need to be done for the Council to accept these ELF funds.

Weed-Brown stated that mid-management staff developed the idea for staff training utilizing the Police Department's knowledge. She reminded the Board that Captain Haines, now retired, used to work closely with the library to provide customer service

08-18-08 Board meeting minutes

training for library staff. Weed-Brown noted that the training session will be recorded so that it can be used later on to orient new employees. Conway asked whether other city departments have been invited to participate in this training. Weed-Brown stated that she always invites interested staff at the weekly department heads meeting. In the past, however, there has not been any interest from other city departments in training sponsored by the library.

Deal enjoyed reading Weed-Brown's Director's report. She added that she enjoyed participating in the Adult Summer Reading Club. Deal was pleased with the progress of the expansion.

Weed-Brown stated that the exact date for delivery of the new furniture for the main floor is unknown at this time. With Baffigo being on vacation this week, Public Works was contacted to coordinate removal of the old furniture and set up of the new furniture. Weed-Brown stated that staff is doing everything possible to avoid any impact to patrons; however, there may be a short time when there will be a limited amount of furniture in the library.

In response to a question from Conway regarding the status of the city's website re-design, Weed-Brown replied that the handout provided to the Board members is the most recent information available at this time. The new design for the city's website is still unknown. Library staff is participating in the re-design process and is sharing its expertise with the Tech Committee. Tech Committee members understand the importance and uniqueness of the library's website and have made many positive comments about it.

Weed-Brown pointed out the options available to the library, which are leaving the library site as is, assuming the city's redesigned look and becoming a subsection of the city's website or having a separate site with a similar look as the city's site. The current library website is difficult to maintain, which can be attributed to how it was developed. Library staff is very desirous of connecting with the content management system that the city is investing in. Weed-Brown pointed out some of the benefits of the content management system, such as the ease of maintaining and modifying the website without knowing html or coding, the ability to share information across websites and the library being linked to the larger city process.

Weed-Brown reported that she met with the Finance Director and IT regarding the city's and library's websites. It is unclear whether the library's unique navigation issues can be accommodated if the library became a subsection of the city's website. Any other option would require additional funding not currently available in either the city's redesign budget or the library's budget. She and the Finance Director agreed to go through the process of the city's webpage redesign and see if the needs of the library can be met through the city's layout. If the decision was made at a later date for the library to maintain its unique website, funding would be addressed at that time.

In response to a question, Weed-Brown stated that no other city department is being asked to provide separate funding for the re-design of its own department's site that she is aware of. The Board agreed that the library website update should be the city's responsibility to fund. Discussion ensued on alternative funding sources that could be used to fund the library's web page re-design to include the content management

system. Weed-Brown offered to contact Vision Internet to get exact costs for the redesign of the library's website.

In response to a question from Conway, Weed-Brown stated that there is a mixture of different website set-ups and formats within cities. While some libraries are a subsection of their city's website, there are also many that are independent from their city's website with links to their city's home page. The Library had moved to redesign its website after then-city administration expressed support. This support was based on different philosophical approaches to website composition: libraries that by necessity link to commercial vendors versus cities that try to avoid linking to outside commercial or private sites/businesses.

In response to a question from Slakey, Weed-Brown confirmed that staff involved in maintaining the library website strongly recommends going with the content management system that the city will be utilizing. Slakey verified that Weed-Brown has researched alternative funding resources and that at this time the library has been asked to move forward with the city's re-design process. Following discussion, the Board agreed that the library's current website should be upgraded to allow the use of the content management system and that this upgrade should not be funded by the library's budget. Discussion ensued regarding effective ways to communicate with the City Council to ask for use of alternative funding sources to modify and upgrade the library's website with the content management system. The Board agreed to establish a subcommittee to draft a letter with Conway, Slakey and Weed-Brown as sub committee members.

Conway suggested for the Board to invite the City Manager and City Council members to attend a Library Board meeting. Weed-Brown responded that she would be happy to forward an invitation to the City Manager and Council once a date has been determined.

6.1   Report on City policy for agenda and minute format
Cathel reported that she attended a meeting with the City Clerk and other Administrative Assistants regarding a recently approved city administrative policy on public notification for city advisory boards and commissions. Cathel explained the new procedures. This is being done in an effort to create an open, uniform and verifiable process in which the public is notified of governmental actions.

The City Clerk asked that all agendas, including the Library Board agenda, now be posted on the city's live and archived media webpage, even though Library Board agendas are already available to the public on the library's website.

The City Clerk informed the Administrative Assistants that the City Manager has requested that all Board and Commission meetings be transitioned to Council Chambers starting October 1 so they can be recorded on the Granicus system with the exception of the Library Board. The Planning Commission and City Council meetings will have audio and video, while all others will only have audio. The Library Board will continue holding its meetings in Bidwell Forum. The City Clerk informed Cathel that the City Manager requests that Library Board meetings be recorded via the mobile Granicus system (audio only) beginning January 2009.

Conway and Slakey voiced their concerns regarding using action minutes. It is important to know the reasons why Board and Council members vote a certain way.

7. UNFINISHED BUSINESS

7.1 Election of new officers – **action item**
Conway opened the nominations for President. Slakey nominated Mike Conway as President. **It was MSC (Slakey/Deal) to close nominations and Mike Conway was elected President. The motion carried 5-0-0 as follows: AYES: Slakey, Deal, Conway, Gomer, Storland; NOES: None; ABSENT: None.**

Conway opened the nominations for Vice President. Deal nominated Tricia Gomer. **It was MSC (Deal/Slakey) to close nominations and Gomer was elected Vice President. The motion carried 5-0-0 as follows: AYES: Slakey, Deal, Conway, Gomer, Storland; NOES: None; ABSENT: None.**

7.2 Election of two Friends Foundation Liaisons – **action item**
Conway nominated Deal and Gomer as Friends Foundation Liaisons. **It was MSC (Conway/Slakey) to approve Deal and Gomer as Friends Foundation liaisons. The motion carried 5-0-0 as follows: AYES: Slakey, Deal, Conway, Gomer, Storland; NOES: None; ABSENT: None.**

Conway reminded Deal and Gomer that the first meeting they will be attending is the October 21 Foundation meeting at 7 a.m. in Bidwell Forum.

7.3 Library Board goals for FY 2008/2009
Slakey proposed fair and equitable compensation for the Library Director and staff, opening up communication with city administration, supporting the completion of the children's room, as well as supporting the purchase of other necessary library accessories as goals for the Board. Slakey said that some of her suggestions might not be appropriate as goals, but she would like for the Board to discuss them. She reminded the Board that it is an Administrative Board that is established by State law.

The Board discussed the use of a variety of funds for supporting library needs, including Friends Foundation funds. Weed-Brown stated that the Foundation considers the *Hands* project an on-going fundraising opportunity. She confirmed that the initial *Hands* money received is going to be used to help pay for additional items needed in the children's room.

Weed-Brown guestimates that at most $50,000 of the original $98,000 included in the CIP expansion budget for furniture, equipment etc may ultimately be available due to cost increases. Weed-Brown has reworked the original plans to reduce the needs to the bare minimum. If there are no more unexpected project costs, it should be possible to complete the project with minimum needs met. If not, a request for additional funds will have to go to the City Council.

Following discussion the Board decided to keep the first goal and the third goal as is and change the 2nd goal to read as follows: *Each Board member will continue to*

08-18-08 Board meeting minutes

promote the Hands projects and other avenues of support for library services and programs.

8. NEW BUSINESS

8.1 Review of Library Board's Administrative Role
The Board reviewed City Ordinance 43, which states that the Library Board shall make a report annually to the legislative body of the municipality on the state of the library. Weed-Brown suggested that as part of the Library Board's advocacy role the Board re-establish this annual meeting. She suggested the 1st City Council meeting in May as special meeting date with the Library Board. This will give the Board the opportunity to connect with the City Council every year without it being related to special issues. The Board supported this idea and a letter will be sent to the City Council.

8.2 Library Events Calendar
The Board reviewed the events calendar. Weed-Brown said that a memorial service will be held August 30 from 1 to 4 p.m. in Bidwell Forum for Patty Van Zee. Van Zee, who passed away a few months ago, was the first bookstore manager and a former employee. She and her husband lived in Glendora for many years. Deal asked if the library will be part of the city's expo at Glendora Day at the Fair. Weed-Brown stated that the library has participated in the past and public interest was limited and did not balance the cost of staffing a booth. Deal stated that John Lundstrom is Glendora's Hometown Hero.

9. BOARD MEMBER ITEMS

9.1 Agenda Planning Calendar
Weed-Brown reminded the Board that Summer Reading Club wrap ups will be on next month's agenda. Library staff will attend October's Board meeting to talk about new reader's advisory services, such as the on-line book clubs and electronic newsletters.

9.2 Board Member Items
Helen Storland thanked Weed-Brown and Conway for the nice orientation. She is happy to learn and be part of the Library Board.

Deal reported she will be on vacation next week. She voiced her excitement about John Lundstrom being selected Hometown Hero.

Gomer stated she is looking forward to serving her next term.

There being no further business, the meeting adjourned at 9:30 p.m.
Respectfully Submitted,
Robin Weed-Brown, Library Director
*The above minutes are subject to the Library Board's additions or corrections and final approval.

08-18-08 Board meeting minutes

5.
Special
Presentation

Glendora Public Library
Summer Reading Club
2008

The Glendora Public Library and Friends Foundation offered four unique summer reading clubs for readers of all ages. The programs were offered for six weeks from June 16, 2008-July 26, 2008. The clubs were:

Adults: The Buzz @ Your Library
Teens: Metamorphosis @ the Glendora Library
Children: Catch the Reading Bug @ the Glendora Library
Babies: Baby Bugs

We presented a total of 34 programs with 2240 total registered participants. Each of the registered participants received a free book courtesy of the Friends Foundation. In addition, readers who met their reading goal for the summer received an additional free book as a final prize. Readers received weekly prizes helping to motivate our kids to keep reading. A total of 110 volunteers contributed 1035 volunteer hours to help keep Summer Reading Club fun and exciting. All clubs registered record numbers for the second year. This year the total participation was up over 375 people!

Reading
The Adult Reading Club attracted 226 members this summer. As in previous years, each participant was encouraged to read three books during the six week program. Though the books were of their choosing, they were encouraged to read in three different categories. These categories; the natural world, classic, and new author, were designed to be broad enough to encompass many different tastes, while encouraging readers to stretch outside their regular reading habits. A total of 216 book reviews were returned throughout the program, with 61 participants returning all three book reviews in order to receive a final prize.

A total of 287 teens participated in the program this summer. The Teen Advisory Board helped Youth Services staff to re-design the Teen Summer Reading Club and the accompanying reading log. The teens were asked to complete 30 minutes of reading, 5 days a week, come in once a week to report and receive their prizes. Teens read for a total of 3060 blocks of 30 minutes this summer. In addition, the teens turned in 255 book reviews that are available in the teen area for those who are looking for a good book to read. Teens received chance

tickets for each review they completed and each program they attended for a drawing that was held at the end of the summer for AMC movie tickets.

There were a total of 1468 children who participated in summer reading. Each child was asked to read for 20 minutes a day, 5 days a week. A total of 15,988 days were logged this summer. Glendora's kids certainly caught the reading bug!

The Baby Bug program completed its second year with 259 babies and their parents participating. The families were asked to share together one book a day 5 days a week. A total of 2710 books were shared this summer. The infant and toddler program promoted early literacy through enhanced storytimes and suggested at home activities for families. Information from the Early Learning with Families initiative and PLA's Every Child Ready to Read program was presented and available to all families.

Programs
A total of 34 programs were presented with a total of 4225 participants. These programs included:

- ❖ 3 Magic Shows
- ❖ 2 Puppet Shows
- ❖ 3 Animal Shows
- ❖ 2 Balloon Shows
- ❖ 2 Movies
- ❖ 6 Crafts
- ❖ Family Game Day
- ❖ 2 Author Visits
- ❖ Teen Ice Cream Tasting
- ❖ Acrylic Painting
- ❖ Teen Bug Buffet
- ❖ 3 Parent Workshops
- ❖ Volunteer Recognition Party
- ❖ End of Summer Party
- ❖ 5 Book discussion groups for all ages
- ❖ 6 weekly Storytimes for children and their families

Family Game day was attended by an amazing 100 people who played board games, puzzles, brain teasers, and enjoyed over 25 pizzas!

We tried several new programs this summer. For both the teens and the children, we showed a movie that had been adapted from a book.

The kids read the book in advance, came to watch the movie, and discuss the differences. It was unanimous, books are better!

We also offered our first Parent Workshops as part of the Early Learning with Families Grant Program. This was offered as a part of the Baby Bug club. Parents had the opportunity to bring their children and spend the time playing together as several stations including areas for reading and creative play, water play, art activities, music and movement, small manipulatives, and large ride-ons. While the children were playing, Mary Pat Dodson and Cindy Romero were able to spend time with each family to answer any Early Literacy questions they might have. The Parent Participation Class teacher from GUSD, Valerie Shufeldt spent some time with each parent to discuss child development concerns.

We again provided two showings of the popular Tuesday afternoon performances of magic, puppets, and animals. The Lizard Wizard show was attended by close to 700 people. A reporter from Time Warner Cable filmed a short spot during the Lizard Wizard and spoke about Summer Reading.

Outreach

Our Summer Reading Club outreach began in January again this year. The bookmark contest that is held in January and February promotes the SRC themes and gives the kids a preview of what is to come for the summer. This year we printed the winning bookmarks and had them available for participants to take throughout the summer. All entries were kept on display in the children's and teen areas.

The Youth Services staff was able to visit each of the local elementary schools to promote summer reading. Many of the principles allowed the staff to visit each class for about 5 minutes to inspire reading throughout the summer. This allows us to connect closely with the students before they come into the library.

To promote the Adult Summer Reading Club, bright orange program postcards were mailed to all those who participated the previous summer. The same postcards / flyers were brought to Community Services Department, Chamber of Commerce, Senior Center, Coordinating Council, and The Village Bookshop for distribution. Before every special event, an e-mail reminder welcomed City Staff, the library community (via CALIX) and program participants to attend.

Volunteers

Our Summer Volunteer Program continues to attract enthusiastic helpers as young at 10 years old. Several children wait not so patiently to become volunteers. We had 110 volunteers who assisted us with a variety of tasks. The children's club volunteers helped with registering kids, listening to reports, re-shelving in the children's room, preparing craft items, helping at craft programs, and keeping the children's room in order. We have other volunteers, primarily teens, who help us in the Computer Center. These volunteers assist patrons with reserving computers, printing their documents, and helping with other basic computer skills, allowing the reference staff to concentrate on reference questions. All volunteers were invited to a recognition party where they received a gift certificate from the Friends Foundation for a local bookstore.

Costs

Our total costs for this summer were $29,644.53. More that half of this amount was spent purchasing giveaway books for registration incentives, end of summer prizes, and promotional books for the book discussion groups. The remaining amount went towards purchasing weekly incentives, presenting various programs, and printing of reading logs and promotional materials.

In addition to the programs and incentives, readers in the community were given the opportunity to discover new reading horizons, speak with others about their books, read and write book reviews, and explore the library as lifelong learners. The library staff deserves recognition for making Summer Reading Club such a smashing success this year. We are truly lucky to have such a dedicated staff and generous Friends Foundation.

6.
Report of Library Director

Glendora Public Library   *140 S. Glendora Ave.*   *Glendora, CA   91741*
(626) 852-4891   *library@glendoralibrary.org*

MEMO

To: Board of Library Trustees

From: Library Director

CC: City Manager

Date: September 15, 2008

Re: Director's Report

Community

Lots of changes and activity have continued to happen despite our August "lull" in planned programs and activities. September has brought things back into high gear.

New study tables and chairs for the main floor arrived in late August. Several tables arrived with damaged tops and the manufacturer is in the process of building new tops and will be replacing them in a month or so. The layout on the main floor was modified to accommodate them. The map case, atlas case and index table were all relocated for better access to the new electrical outlets that were added last winter. Community response has been favorable. Thank you to the Friends Foundation for the purchase of this beautiful and long-lasting furniture.

Construction on the expansion continues. The outer construction is nearing completion. Work continues on the interior of the expansion. Anne, Elke and I met with our 'Hands" artist Conrad Brazzel in August regarding the size and placement of the metal sculpture that will be home to the children's "hands". The carpet for the expansion and children's room has been ordered. Cindy and Carlos are making final adjustments on the plans for the new layout of shelving and furniture for the children's room.

Improvements to the front entrance area walk way and the drainage system have not yet commenced as of this writing. It is expected to begin by mid September. Signage went up the first of September alerting our patrons to this new phase and the impact it will have in accessing the library through the main entrance.

A successful blood drive with the Red Cross was held on August 26; 30 units of blood were donated. Thank you Elke for coordinating this semi-annual event!

A memorial was held in Bidwell Forum on August 30th for former library worker and community member Patty Van Zee. Patty lost her battle with breast cancer earlier this year. Several former staff members attended the event. It was nice to connect again with them all.

New PR on our homebound service has been developed in hopes of attracting the attention of those in need. Debbie Dozal at the La Fetra Senior Center is going to help us get the word out on this program through avenues that she has available to her such as the Wheels on Meals program.

Preparations for our new teen "Battle of the Books" event scheduled for October 16 are in high gear. Medals have been ordered, questions readied and the teams are assembling!

The library has begun accepting credit card payments. This is part of an overall plan by the city; the cashier's office, community services, police and the library are now all accepting credit card payments. For many years our public has been asking for this option and we are happy to now be able to offer it to them.

Staff

Janet attended the State Library's Reference Think Tank workshop in Pasadena at the end of August. It was an interesting experience for her and I was pleased that she got this unique opportunity. Along with about 45 other people from across the state, their goal was to try and peer into the near future (2020) and consider the impacts of technologies and other developments on reference service. See her report for further details.

Fall outreach to the schools has begun. Cindy has already begun attending PTA meetings!

First round interviews for the Library Technician position are scheduled for Sept 16. 12 applicants will be interviewed.

The reduction in part time staff hours in this year's budget are creating stress points in our public service areas. Trying to meet increasing demand at our copy center, increasing circulation and program attendance and meeting the behind the scenes demands (ordering, cataloging, processing, mending, checking in materials, shelving, and unplugging toilets to name just some of those activities) are becoming more difficult. The finance department has now added another layer of time demands regarding the delivery of daily library bank deposits with the new credit card system. Add to that the constant state of turnover in part time staff and resulting recruitment and training and you can start to see the full impact of these cut backs. Our staff is doing a tremendous job in trying to meet all of these needs. We need those part time hours, funding and positions reinstated.

Director

As promised last month, attached for your review is the chart of output measures. When investigating the low success rate for the "Titles Fill Rate" category (how often people find the exact title they are looking for), Janet discovered a problem with the automatic indexing process in our Polaris system. The system was not handling stop words, such as "the" "and" "a" correctly and would give false returns when searching for titles in our catalog. That issue, combined with the fact that some titles were high interest or bestsellers and already checked out and the public's reluctance to ask for assistance when they couldn't find the title they were interested in, result in low success percentages. In response to this the following occurred. Carlos was able to have the Polaris problem corrected with an upgrade on August 28th. Our Public Service staff has starting 'roving' the floor to offer service to our patrons where and when they need it, instead of waiting for them to come to the information desk. We should see some improvement in that area in next year's survey with these changes.

The reduction in the book budget this year however will not allow us to address the need for more copies of popular materials. This need partnered with the breadth of materials our patrons have come to expect from their public library needs a healthy materials budget. As you will recall, in FY 05/06 the City Council committed to increasing our materials budget to keep pace with increasing costs and community demand. Cuts in our materials budget late in April of the last fiscal and continuing cuts into this fiscal year have moved us backwards once again.

The introduction of *LibraryThing* to our library catalog may help with "Subject Fill Rate". *LibraryThing* uses natural language subject headings that are created by readers not the Library of Congress. This may make subject searching easier for our patrons.

I am also including the results from our additional pilot collection question regarding new formats that was included in the survey. We will not be able to address the information gathered from this survey at this time due to the materials budget reductions.

Historically the Friends Foundation has been able to fill in temporary cost gaps that the city has not met. Night on the Plaza brought in substantially less this year. This impacts the Foundation's ability to respond to our requests. It places in doubt their ability to fully meet library costs for increased children's participation in programs, outreach to the community, and the adult literacy program. Threats from Sacramento regarding budget cuts to library program funds such as literacy, direct loan, interlibrary loans and public library foundation support, only adds to the uncertainty. When the economy depresses, use of public library programs and services increase. This is when we truly need to be there for our community, for our children and economically challenged. The State's Education Code says it very well:

> Sec. 19300. The Legislature hereby declares that it is in the interest of the people and of the state that there be a general diffusion of knowledge and intelligence through the establishment and operation of public libraries. Such diffusion is a matter of general concern inasmuch as it is the duty of the state to provide encouragement to the voluntary lifelong learning of the people of the state.

The Legislature further declares that the public library is a supplement to the formal system of free public education, and a source of information and inspiration to persons of all ages, and a resource for continuing education and reeducation beyond the years of formal education, and as such deserves adequate financial support from government at all levels.

I attended the September Coordinating Council luncheon along with Janet. September is their annual Presidents Luncheon and I was happy to be there on behalf of the library. Attendees were impressed with the number and volume of activities at our library. One person mentioned to me that she was very proud of all that her public library was able to offer the community. Janet is our new representative to the council, although Anne is still involved as the Chair for the Holiday Baskets committee. I will be attending their October meeting as well. I will be the program for that meeting and will be highlighting our new addition.

I am including a portion of ALA's <u>State of America's Libraries 2008</u> report for your review and information. If you are interested in reading the entire report I have it in a PDF file and can email it to you. ALA also sent out a press release noting the increased usage of public libraries with the downturn in the economy which mirrors our own experience here in Glendora.

The subcommittee appointed by the library board last month met on September 5. Two letters were drafted and sent to the City Council and appropriate city staff. One letter requested establishing a regular annual meeting with the council in May. The other letter addressed one time funding needs for the library's website migration to the content management system the city is using for their redesign.

Through my membership in Rotary I am organizing the annual George Hensel Ethics essay contest with the local high schools this year.

Next Board Meeting: October 20, 2008

Trends for Think Tank - California Statewide Reference Project

http://calreference.ning.com/notes/Trends_for_Think_Tank

As accessed 30 Aug 2008

Trends for Think Tank

Here are trends we will be considering at the Think Tank.

We Media

Traditionally, media organizations have functioned as gatekeepers of information, informing the public of "All the News That's Fit To Print." Yet the nearly ubiquitous spread of Internet access has provided the catalyst for the democratization of media. Armed with easy-to-use web publishing tools and a host of increasingly powerful mobile devices, online audiences have become active participants in the creation and dissemination of news and information.

Google World

The Internet economy is facilitating the disintermediation of dozens of industries, from television and media to banking and airline travel. In short, the "middleman" is becoming extinct. Traditional Information services are in the epicenter of this trend: there are over 2.5 billion Google searches every month; the English Wikipedia alone has over 609 million words, roughly 15 times as many as Encyclopedia Britannica.

Information Visualization

The age-old adage "a picture is worth a thousand words" has never been more true than today. As we transition from a text-based to a visual-based society, information visualization is undergoing a creative and technological renaissance. Text-based search is giving way to semantic and visual search, creating a new dimension in our hunt for information.

Social Media and Web 2.0

The information universe is experiencing exponential growth: in 1993 there were 130 web pages; today there are 108 million. Over one hundred thousand blogs are created every day, about 1.4 per second. As such, the social media sphere has become the primary means for disseminating information and ideas throughout society.

Wikipedia has more than 75,000 active contributors, working on some 9 million stories in more than 250 languages.

Social media sites are becoming idea transmission systems, neural pathways of our emerging global brain.

ALA American Library Association

Contact: Macey Morales
Manager, ALA-PIO Media Relations
(312) 280-4393
mmorales@ala.org

NEWS
For Immediate Release
August 26, 2008

Slow economy fuels surge in library visits

CHICAGO - With the nation facing tough economic times, Americans are visiting their local public libraries more often and checking out items with greater frequency. Libraries across the United States report that more people are turning to libraries in record numbers to take advantage of the free resources available there.

According to the ALA's 2008 State of America's Libraries Report, Americans visited their libraries nearly 1.3 billion times and checked out more than 2 billion items in the past year, an increase of more than 10 percent in both checked out items and library visits, compared to data from the last economic downturn in 2001.

ALA President Jim Rettig said, "During tough economic times, people turn to libraries for their incredible array of free resources, from computers to books, DVDs and CDs, for help with a job hunt or health information. The average annual cost to the taxpayer for access to this wide range of resources is about $31, the cost of one hardcover book. In good times or bad, libraries are a great value!"

At the Howard County Library in Columbia, Md., from July 1, 2007, to June 30, 2008, visits to its six branches exceeded 2.6 million - a 26 percent increase compared to past usage. Users borrowed more than 5.6 million items, an increase of 15 percent, and attendance at library classes, seminars, workshops and events set a new record of 140,000 attendees, a 12 percent increase.

Many library users have reported that high gas prices have kept their families off the road and in their homes. Families that cannot afford vacations are turning to their local library for free activities near home. For example, the Palmyra (Pa.) Public Library summer reading program increased by 163 percent over the past year; Guthrie Memorial Library in Hanover, Pa., experienced a 54 percent increase in program attendance; and the Adamstown (Pa.) Library summer reading program increased by 16 percent.

Library users are not only saving money on entertainment, but also finding savings related to Internet access. In South Florida a patron that paid $60 a month for Internet access canceled his service, so that he could take advantage of the free Internet service offered at the Hollywood (Fla.) Public Library, a savings of more than $700.

"As the economy slows, libraries continue to be changing and dynamic places that offer our nation's

communities free access to information that can better lives and support lifelong learning," Rettig said.

Libraries are helping level the playing field for job seekers as well. Less than 44 percent of the top 100 U.S. retailers accept in-store paper applications. Libraries continue to report that many patrons are turning to library computers to prepare resumes and cover letters, find work, apply for jobs online and open e-mail accounts.

Many libraries also design and offer programs tailored to meet local community economic needs, providing residents with guidance (including sessions with career advisers), career training and workshops, job-search resources and connections with outside agencies that offer training and job placement. Millington (Tenn.) Public Library has seen patron attendance double for free adult programs in education, small business development and job networking.

Such services have given libraries a reputation for offering local government an excellent return on investment.. In Florida, a study showed that libraries create jobs, raise wages and increase gross regional product. Florida public libraries return $6.54 for every $1 invested from all sources. A study in South Carolina showed that every dollar expended on the state's public libraries by state and local governments brought a return on investment of $4.48 — nearly 350 percent. Studies in Ohio, Seattle and Phoenix echo these findings.

There have been countless examples of how libraries encourage business development and help retain and create jobs. They serve as an important link to the business community, assisting with job creation and training programs, as well as contributing to business development initiatives.

To learn more about America's libraries, please visit the ALA Web site at http://www.ala.org. Additional library statistical data is available through ALA's Office for Research and Statistics at http://www.ala.org/ors.

The American Library Association (ALA), the voice of America's libraries, is the oldest, largest and most influential library association in the world. Its approximately 65,000 members are primarily librarians but also trustees, publishers and other library supporters. The association represents all types of libraries; its mission is to promote the highest quality library and information services and public access to information.
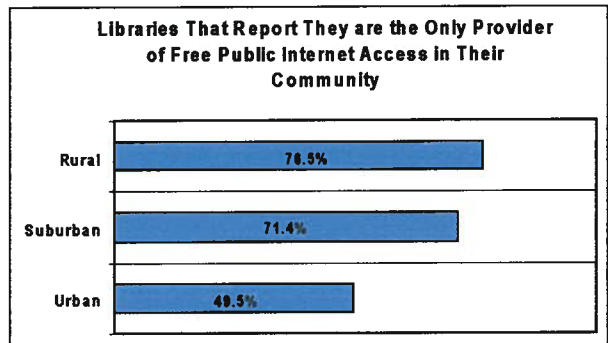
PUBLIC LIBRARIES
Still the place to go for Internet and many other services

Students and others continued to flock to public libraries in 2007 seeking greater access to computers and the Internet. Meanwhile, financial support lagged.

In a 2007 study, 73 percent of public libraries reported that they were the only source of free public access to computers and the Internet in their communities. Surveyed libraries said the three Internet services most critical to their community were online educational resources and databases for K-12 students (67.7 percent), services for job-seekers (44 percent), and computer and Internet skills training (29.8 percent).

The Community Resource Center of the Washoe County (Nevada) Library System, for example, helped Stephanie D'Arcy, who hadn't had full-time employment for several months, land a job with the local parks and recreation department. "I needed guidance," D'Arcy said. "The library staff offered me encouragement and assistance filling out the application, including pointing out transferable skills I could list, plus some tips for interviewing. If it were not for the library's help, I wouldn't be where I am today."

Libraries That Report They are the Only Provider of Free Public Internet Access in Their Community

Rural	76.5%
Suburban	71.4%
Urban	49.5%

Library staff interviewed as part of the study, "Libraries Connect Communities: Public Library Funding & Technology Access Study 2006-2007," reported a dramatic increase in the number of job applicants required to apply online for employment. Seventy of the top 100 U.S. retailers accept online applications for hourly positions, 71 percent more than in 2004, and 16 accept *only* online applications, according to a 2006 study from Taleo Research. But libraries are there to help long before the application is filed. They offer job-seekers technology training, workshops on writing résumés and cover letters and on filling out online job applications, and tips on establishing email accounts to monitor the status of applications. The study also showed that growing patron demand for these services has stretched existing Internet bandwidth, computer availability, and building infrastructure to capacity.

All but a tiny fraction of public libraries offer free public access to the Internet, but because budgets have not kept up with patron demand, many libraries are challenged to provide enough computers or fast-enough connection speeds to meet community need. In fact, 58 percent of public libraries reported that they have no plans to add computers in 2008, fewer than half plan to replace old computers, and 52 percent said Internet access speeds were inadequate.

Thousands of libraries across the country also have reached, or are nearing, their maximum capacity for space. Seventy-six percent of public libraries reported that space limitations are the top factor affecting their ability to add computers, while 31 percent reported that lack of space for electrical outlets and cabling limited their capacity for technology infrastructure.

"Millions of Americans rely on their public library to find jobs, further their education, learn English, get e-

government information, and more," Allan Golston, president of the Bill & Melinda Gates Foundation's U.S. Program, said in a press release. "Our nation must continue to support public libraries and ensure they are able to provide information and opportunities for all people."

The study, conducted by the ALA and the Information Use Management and Policy Institute at Florida State University and funded by the Gates Foundation and the ALA, collected data through surveys from more than 4,000 public libraries, more than 40 chief officers of state library agencies, and focus groups and site visits in Delaware, Maryland, Nevada, and Utah. The final report is available at http://www.ala.org/ala/ors/plftas/0607report.cfm.

Hoosiers recognize the value of their public libraries

A report issued late in 2007 by Indiana University's Kelley School of Business concludes that public libraries are a good value, serving as "an important channel for literacy, education and information." The report estimated the total market value of goods and services delivered by the state's public libraries to be $629.9 million, a return of $2.38 on each dollar of investment.

This represents "a very conservative and defendable estimate of the value Hoosiers derive from their libraries," said Timothy Slaper, director of economic analysis at the Indiana Business Research Center and co-author of the report.

The study was based on an economic-impact analysis, a benefit-cost analysis of library services, and surveys of public library patrons and staff, according to the *Fort Wayne Journal Gazette* (Jan. 8, 2008). The researchers also conducted case studies of 12 local libraries, which included interviews with business leaders, public school officials, and local development officials. Identified benefits of public libraries included information and support to businesses, job-search assistance, introduction of new technology, and enhanced attractiveness of the community because of its cultural and educational assets.

> **Farewell, Harry Potter — how libraries loved ye**
>
> Libraries across the country gleefully geared up for Harry Potter mania, as young readers eagerly awaited the July 21 release of *Harry Potter and the Deathly Hallows*, the seventh and final installment in J.K. Rowling's blockbuster book series. Many libraries hosted parties into the night, featuring food, games, and movies, all leading to the release of the book at the stroke of midnight. Adding to the high drama, Scholastic, the book's U.S. publisher, imposed strict rules on libraries that received the book before its release date.
> — *Adapted from* American Libraries

Youth use school and public libraries regularly, study shows

More than 90 percent of youths age 8-18 nationwide have both a public library and a school library in their community, and 78 percent of them have a library card. (Girls age 10-15 are the head of the class in this regard — more than 80 percent have a card.) Regionally, youngsters who live in the East are more likely to have a library card than those who live in the South (82 percent vs. 73 percent), according to a Harris Youth Poll survey conducted in June 2007. The study was conducted by the Young Adult Library Services Association, an ALA division, and underwritten by the ALA Office for Research & Statistics.

Nor do the cards go unused. More than 80 percent of youth age 8-18 say they have been to the library in the past year, and 18 percent say they have been more than 20 times. Visits were about evenly divided between the public library or its Web site and the school library or its Web site. Among youth who visited a public library, 57 percent did so at least monthly. School libraries were used more often: 78 percent of the youth interviewed said they visited at least monthly.

Frequency of library visits by youth 8-18 years old	Public Library	School Library
More than once a day	1%	2%
Daily	1%	7%
A couple of times a week	14%	31%
A couple of times a month	28%	29%
Once a month	12%	9%
A few times a year	32%	14%
Once a year or not sure	10%	7%

And why do they visit? Borrowing books for both personal and school assignments are the top two reasons. More than three-fourths (78 percent) visit public libraries for personal use and two-thirds for school assignments; with school libraries, the proportions are reversed, with three-fourths visiting in connection with school assignments and three in five for personal use.

How youth 8-18 use the library	Public Library	School Library
To borrow books and other materials for my own personal use	78%	60%
To borrow books and other materials for school assignments	67%	75%
To read books there	34%	38%
To use the library Web site for information and research	34%	46%
To study there	26%	42%
To use library computers for fun	25%	26%
For events (e.g., a poetry slam, open mic night, book club, writers' works)	20%	17%
To hang out with friends	18%	21%
Other	12%	9%

Going to the library without going to the library

More and more frequently, patrons access public-library services from remote locations. More than half of American adults said they had visited a local public library in the past 12 months, according to a study by the Pew Internet & American Life Project, and a survey conducted in 2006 by KRC Research and Consulting reported that 12 percent of the 1,000 people interviewed "visited" their local public library by phone and 12 percent by computer. Among those who visited by phone or computer, 41 percent did so to renew borrowed items, 48 percent to consult a librarian for help, 45 percent to check the library's computerized catalogue, and 42 percent to use other resources on the library's Web page.

Growing problem: Replacing Baby Boomer retirees

Despite the fact that U.S. News & World Report (Dec. 19, 2007) lists the library profession as one of the top 31 careers with bright futures, recruitment and retention is a growing issue for public libraries, Jan Sanders, president of the Public Library Association, said in an interview. "We are facing a huge bubble of Baby Boomer retirees," Sanders said, "and we are now asking, 'Where are the new librarians going to come from?' " A number of people are joining the profession as a second career, she said, and while they bring with them a refreshing range of backgrounds, they do little to alleviate the long-term shortage. (See the ORS report, "Library Retirements — What We Can Expect," which is available on line.)

The PLA is also urging its members to become better at advocacy, Sanders said. "This means going to the Capitol and walking the halls, but it also means much more than that." The PLA is a division of the ALA.

Survey shows that 70-plus percent of public libraries support gaming

In an era in which sales of games have outpaced box office sales, some libraries have been turning to gaming activities as a way of attracting new patrons. In one of the first studies that attempts to track this trend *(The Role of Gaming in Libraries: Taking the Pulse)*, Scott Nicholson of Syracuse University found that at least 70 percent of libraries support gaming and that about 80 percent allow patrons to play games on library computers; that only about 20 percent of libraries circulate games, but that about 40 percent of libraries run in-house gaming programs — with all categories showing substantial variations according to library size.

Nicholson's spring 2007 phone survey of 400 randomly selected U.S. public libraries defined gaming broadly and included games of all types from board and card to Web-based and video games. Nicholson posits that online "games are just an extension of gaming activities already supported in libraries.

"Libraries that support the recreational needs of patrons through fiction or movies are simply extending these services to . . . a growing sector of the population," he says.

Or as Jenny Levine observed in her 2006 *Gaming and Libraries: Intersection of Services*, published by the ALA: "Gaming provides a wealth of service intersections for libraries today and for the libraries of the future. And that future is all about opportunities and weaving together threads, both old and new."

Libraries are working hard to keep up . . . with teens
Teens' use of non-print resources has increased dramatically in recent years, and more teens are accessing them from home than in the library. According to the Pew Internet and American Life Project, 71 percent of teens say the Internet is their primary source for completing school projects. However, other studies have shown that most teens lack the critical thinking skills and technical expertise to use the Internet and other electronic resources effectively. The library community responded

Gamers get their due

Libraries — including the august Library of Congress — made it clear in 2007 that video games are no longer the exclusive province of nerdy teenage boys with an aversion to natural light. As the ranks of gamers diversified across age and gender boundaries, ALA TechSource hosted 325 attendees at its first Gaming, Learning, and Libraries Symposium, held July 22-24 in Chicago. The Library of Congress took notice, announcing Aug. 3 that it was funding a partnership of four universities and Linden Lab, the creator of Second Life, in the Preserving Virtual Worlds project to explore methods to preserve digital games and interactive fiction.
— *American Libraries*

by continuing and expanding its educational efforts in this area in 2007 .

For example, Teen Read Week celebrated its 10th anniversary Oct. 14–20, urging teens to "laugh out loud" at their libraries — and participate in a range of activities centered around the theme "LOL @ your library." Some 4,680 librarians and educators participated, and more than 6,000 online votes were cast for the Teens' Top Ten list of most popular young-adult books. On Top of the Top Ten: *New Moon*, by Stephenie Meyer (Little, Brown Books for Young Readers, 2006).

Gaming @ our library? It might be good for business

How youth 8-18 use the library	Supports gaming	Runs gaming programs	Circulates games*	Lets patrons play on computers
< 3,001	76%	38%	17%	80%
3,001 - 10,000	77%	39%	17%	82%
10,001 - 50,000	87%	50%	27%	92%
> 50,000	88%	67%	23%	98%

* 69 percent of these consisted of board/card games and PC games.
Source: Scott Nicholson, *The Role of Gaming in Libraries: Taking the Pulse*, 2007.

Expanding its efforts, the Young Adult Library Services Association sponsored the first Teen Tech Week March 4-10, with the theme Get Connected @ your library. Teen Tech Week targets not only teens but parents, educators, and other concerned adults and is designed to ensure that teens are competent and ethical users of new and developing technologies, especially those that are offered through libraries. The general theme of Teen Tech Week is Get Connected @ your library; more than 1,500 librarians and educators participated.

Surveys in 2007 also documented progress in staffing and use of library services for young adults. The Public Library Association's 2007 Public Library Data Service Statistical Report, which tracks young-adult service trends in public libraries, found that nearly 90 percent of the public libraries surveyed offer young adult programs; 52 percent employ at least one full-time equivalent dedicated to fostering young adult programs and services — a dramatic increase from 24 percent in 1994.

Still, the road to progress can be a bit bumpy at times. Maplewood (N.J.) Memorial Library officials announced plans early in 2007 to close their two buildings on weekdays from 2:45 to 5 p.m. to avoid having to deal with unruly middle school students who were flocking to the library after school. Library officials (later) revealed that they had simply wanted to force the hand of their local governing board. They succeeded. The resulting uproar was so intense that the mayor of Maplewood (population 23,000) stepped in. The upshot was that in addition to the town's providing security guards at the library's two buildings, community groups decided to extend the hours of after-school programs and expand their offerings.

E-books continue to gain ground

Library users continued to embrace e-books in 2007, especially those connected to the library e-collection and accessible via the PC or laptop they typically use. According to *American Libraries* (Stephen Sottong, "The Elusive E-book," May 2008), the entrance of a major electronics manufacturer, Sony, and a publisher, Amazon, into the e-book market has once again brought them to the fore. Amazon launched Kindle in November, and while initial reviews were mixed, the pricey e-book reader had become such a hot seller early in the year that Amazon had trouble keeping up with demand. E-reference books such as encyclopedias and handbooks gained on their conventionally published counterparts.

Patterns of e-book use are still emerging, but libraries and trade and consumer book markets were still waiting for a user-friendly — and affordable — reader.

Public-library design adapts to evolving needs

Library design kept pace with the rapidly evolving needs of children, teenagers, adults, and senior citizens and provided concrete recognition that libraries must be prepared to serve people with disabilities as well as the able-bodied and low-income people as well as the well off. A few examples from among many outstanding new public-library buildings, expansions, or renovations:

- Minneapolis's new Central Library, which offers more than 300 computers for public use and has spaces designed for children, teens, and the city's rapidly growing immigrant population.

- The Cleveland Heights–University Heights (Ohio) Public Library's 21,000-square foot addition, which physically links traditional library services with after-school entertainment and education with a 102-foot walkway to a YMCA across the street.

- The El Paso (Texas) Main library, whose 45,000-square foot addition includes a 250-seat auditorium and a 50 computer Literacy and Technology Center.

- The new Homer (Alaska) Public Library, which connects to the local landscape through the building's placement and shape.

- The new Rancho Mirage (Calif.) Public Library, designed to serve a community with significant numbers of both children and senior citizens.

- The Watertown (Mass.) Free Public Library, whose renovation maintained the original building while making room for an additional 38,000 square feet of space.

Survey belies belief that Internet reduces library use

More than half (53 percent) of Americans said in a 2007 survey that they had visited a public library in the past year, and one in eight went there for help solving problems. Of those who visited a library:

68% .... used the computer to look up information on the Internet or check on library materials

58% .... used library reference materials

42% .... read newspapers and magazines

70% .... received help from library staff. Of these, 88% said they found a lot or some of what they were seeking.

53% .... of those who did not seek help said they found a lot or some of what they were seeking.

79% .... of visitors said they were very satisfied with the assistance they received.

19% .... of visitors said they were satisfied with the assistance they received.

"The reports of public libraries' death due to the rise of the Internet have been greatly exaggerated."

— *Anne-Imelda Radice Director, Institute of Museum and Library Services (IMLS)*

Who goes there?

| Demographic group	% who used library in past 12 months
Age	
Generation Y (18-30)	62%
Generation X (31-42)	59%
Income	
More than $40,000	59%
Less than $40,000	48%
Education	
College degree	68%
College, no degree	57%
High school diploma	44%
Families	
Parents with children at home	63%
Adults without children at home	48%

Come again?

Which visitors are very likely or somewhat likely to visit a library in the future when faced with a problem?

40% ..... of Generation Y (18-30)
25% .... of Generation X (31-41)
50% ..... of African Americans
42% .... of Latinos
24% ..... of white non-Hispanics

Source: *Information Searches That Solve Problems: How People Use the Internet, Government Agencies, and Libraries When They Need Help,* a survey of 2,796 Americans by the Pew Internet & American Life Project and University of Illinois, funded by the IMLS.

ALA American Library Association
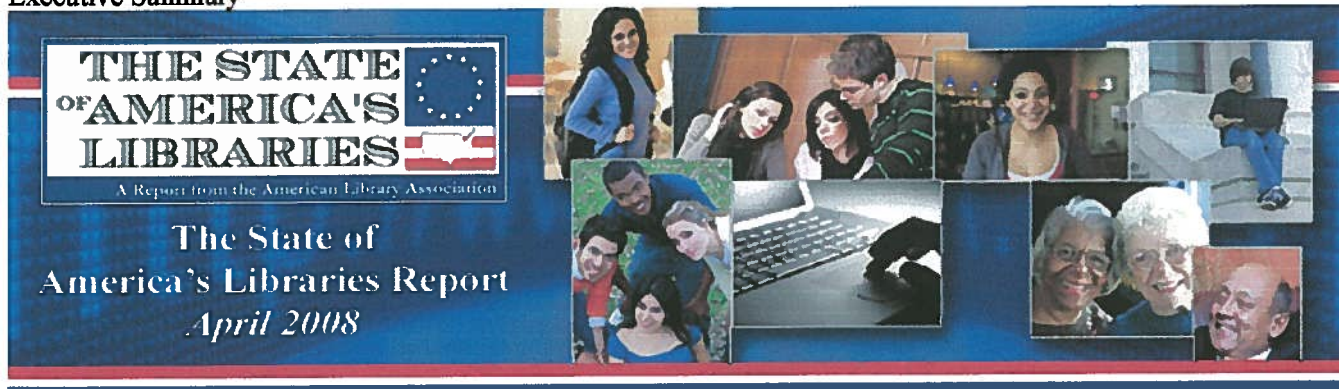
THE STATE OF AMERICA'S LIBRARIES
A Report from the American Library Association

The State of America's Libraries Report
April 2008

The State of America's Libraries

Executive Summary

Contact & Information

Macey Morales
Manager,
PIO Media
Relations
312-280-4393
mmorales@ala.org

Jennifer Petersen
PR Coordinator
312-280-5043
jpetersen@ala.org

ALA President
Loriene Roy and
Executive Director
Keith Michael
Fiels discuss
America's libraries

ALA-APA Director
Jenifer Grady
discusses National

Libraries are engines of learning, literacy, and economic development

Libraries of all kinds continue to play an expanding role in American communities, serving the needs of patrons of all ages and reaching out to those who have been underserved. In this Report on the State of America's Libraries 2008, the American Library Association finds that:

- School library media centers were in the public eye, but even as their value was ever more widely acknowledged, funding for them continued to lag — and people organized to win support for them.

- Americans acknowledged the proven connection between school library media centers and the kind of education that is essential to success in a global society. Studies in 19 states have shown that a strong school library media program helps students learn more and score higher on standardized tests than peers in schools without such programs.[1] And it's clear that students themselves understand this: They make 1.5 billion visits to school library media centers each year, according to the National Center for Education Statistics (NCES).

- For the first time ever, funding for school libraries and the school library media specialists who staff them is declining. Nationally, library expenditures per pupil

Supporting Materials

ALA Fact Sheet

Number of Libraries in the United States Fact Sheet

Number Employed by Libraries

The Nation's Largest Libraries: A Listing by Volumes Held

Quotable Facts About America's Libraries

Key Issues

Library Funding

School Libraries & You

Standards for the 21st-Century Learner

Serving Non-English Speakers in U.S. Public Libraries

Denise Davis, ORS
Director, discusses
library services and
programs for non-
English speakers

AASL Executive
Director Julie
Walker discusses
school libraries

decreased to $13.67 in 2003-2004 from $19.14 in 1999-
2000, a drop of almost 30 percent, according to the
NCES. They have since dropped to $11.24, according to
a 2007 survey.

- In Washington state, where only about half the school
  library media centers have a full-time paid teacher
  librarian,[2] three determined Spokane mothers led a year-
  long grassroots campaign to secure state funding for
  school libraries, which currently are funded locally. As the
  nation's library officials and legislators watched, the
  campaign held an all-day summit conference and rally on
  Feb. 1, 2008, in the state capital. Due in part to their
  efforts, the state legislature has passed a bill that would
  institute state funding for school libraries.

- Libraries and their supporters rallied behind the
  Strengthening Kids' Interest in Learning and Libraries
  (SKILLs) Act, introduced in both houses of Congress as a
  part of the reauthorization of No Child Left Behind. The
  SKILLs Act stipulates that every school must have a
  school library staffed by a state-certified school library
  media specialist.

The library community also sharpened its focus in 2007 on
outreach to underserved and/or isolated populations. A study
conducted for the ALA Office for Research & Statistics showed,
among other things, that:

- Spanish is far and away the most supported non-English
  language in U.S. public libraries.

- The majority of libraries serving non-English speakers are
  in communities with fewer than 100,000 residents.

- Literacy and lack of knowledge of library services are
  significant barriers for non-English speakers.

/Seventy-eight percent of the survey respondents said Spanish
was the top-priority non-English language to which they devote
services and programs, followed by Asian languages at 29
percent. The ALA Office for Literacy and Outreach Services,
Office for Diversity, Public Programs Office, and Public
Information Office will use the study data to develop advocacy
and training tools for librarians.

**Gaming and
Libraries:
Intersection of
Services**

Censorship

**Librarian
Recruitment**

Downloads

**State of
America's
Libraries Logo**

**National Library
Symbol**

**Library Staff
Salaries 2007**

**Libraries
Connect
Communities:
Public Library
Funding &
Technology
Access Study
2006-2007
Report**

Diversity Counts

**American
Library
Association
Youth and
Library Use
Study**

Web Site Links

**American
Library
Association**

**Issues &
Advocacy**

**The Campaign
for America's
Libraries**

Banned Books

Other noteworthy trends in 2007 included:

- Americans continue to check out more than 2 billion items each year from their public libraries, and more and more people make use of libraries' educational and social resources. The average user takes out seven-plus books a year, but patrons also go to their libraries to borrow DVDs, learn new computer skills, conduct job searches, and participate in the activities of local community organizations. Average bill to the taxpayer for this remarkable range of public services: $31 a year, about the cost of one hardcover book.

- New studies also offered more detailed data on public libraries as engines of economic growth, highlighting ways in which library programming in early literacy, employment services, and small-business development contributes to local economic development in urban areas.[3] Other studies show that libraries provide an excellent return on investment, have a measurable positive impact on the local economy,[4] and contribute to the stability, safety, and quality of life of their neighborhoods.[5]

- Teenagers — far from confining themselves to their school library media centers — are also regular users of public library services. Almost all the nation's public libraries now offer programs tailored to the needs and interests of young adults, and more than half employ at least one full-time staff equivalent in this area, a sharp increase in the past decade.

- Computer and online games have become part of the mix at many public libraries, and some use gaming to attract new patrons. "Libraries' response to gaming is just another indication that the profession is alert to the needs and desires of its patrons and is aware of the ways in which this interest interconnects with more traditional services, now and in the future," said ALA President Loriene Roy.

- Going to the library is more and more often a virtual outing rather than an actual visit, and growing patron enthusiasm for the computer and Internet services offered by public libraries has stretched existing Internet bandwidth, computer availability, and building

infrastructure to capacity. Budgets have not kept up with demand, and many libraries cannot provide enough computers or fast-enough connection speeds to meet patron needs.

- E-books continued to emerge as a regular feature of libraries of all types, and the world tried to figure out ways to read them on something handier than a PC or a notebook. Amazon's pricey Kindle, launched in November, had mixed reviews — and strong sales.

- Construction and renovation of libraries not only kept pace with their evolving and expanding needs but provided many structures that are both functional and beautiful.[6]

Library supporters won an important victory in 2007 when the president signed a bill ordering the Environmental Protection Agency to re-open many of the libraries it had closed in the past year. EPA administrators had said that online functions met the information needs of agency staff, researchers, and the public, but scientists, librarians, EPA staff, and, ultimately, Congress did not agree.

In another important victory, librarians were instrumental in seeing the National Institutes of Health Public Access Policy become mandatory through Congressional action in late December. Taxpayers invest $28 billion annually in the NIH to fund a wide variety of research in health, scientific, and other fields, resulting in more than 60,000 peer-reviewed articles per year. Now, wide, rapid, and easy access to the results of this research will help everyone in community college, college, and university libraries who wishes to apply it or build on it, advancing research and serving the public good.

College and research libraries continue to play a central role in the life of their institutions and to find innovative new ways to meet the rapidly evolving needs of the academy. Academic librarians see an opportunity to serve the emerging and unmet needs of students and faculty that arise in the changing environment of higher education. All types and sizes of academic libraries are major players in the design of economic and efficient business models in support of new educational initiatives such as hybrid classes, community-based partnerships, support for distributed learning, and creation of digital destinations in support of using social networking in the academy.

Finally, libraries and librarians of all stripes continue to stand up for the First Amendment rights of all Americans, responding in public discourse and in court to unconstitutional snooping and aspiring book-banners. The right to read — freely and in private — remains a core value of the profession.

This report presents some of the highlights of 2007 and a summary of where we stand in 2008 as stewards of a venerable and vital American institution — the library.

2008 Annual Survey Results
Pilot Collections Question

Which of these would you like to see the library offer on a trial basis?
(Choose all that apply.)

Scheduled weekly tutoring online	56
Blu-Ray DVD	57
Downloadable videos	74
Computer Games for	
PCs	52
Macs	29
Video Games for:	
Xbox	48
Playstation 3	32
Wii	62

Glendora Public Library
Annual Output Measures Survey Results

ANNUAL OUTPUT MEASURES	FY1996-97	FY1997-98	FY1998-99	FY1999-00	FY2000-01	FY2001-02	FY02-03	FY03-04**	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Browser's Fill Rate	90-96%	91-97%	91-97%	90-94%	90-94%	97-100%	93%-97%	90%-94%	94 - 98%	92 - 96%	91 - 95%	91 - 95%
Title Fill Rate	61-69%	76-84%	76-84%	56-62%	66-72%	55-61%	84%-88%	59%-65%	72 - 76%	64 - 70%	61 - 67%	52 - 58 %
Subject Fill Rate	68-76%	69-77%	68-78%	72-76%	69-75%	57-63%	69%-75%	66%-72%	82 - 86%	75 - 79%	64 - 70%	66 - 72%
Requests filled in 0-7 days	25%	35%	28%	26%	36%	32%	37%	31%	31%	32%	56%	54%
under 30 days	75%	77%	81%	87%	100%	97%	92%	88%	83%	85%	87%	89%
more than 30 days	25%	23%	19%	13%	0	3%	8%	12%	17%	15%	13%	11%
Circulation per capita	7.50	7.20	7.10	6.86	7.13	8.39	8.41	7.36	7.16	6.90	6.80	7.15
In-library materials use per capita	2.43	2.62	2.60	2.64	2.63	3.21	3.48	2.79	2.35	1.74	1.90	1.96
Library visits per capita	5.99	5.69	5.71	5.28	5.18	6.22	6.45	5.26	5.30	5.18	5.06	5.00
Reference transactions per capita	0.65	0.86	0.78	0.83	0.77	0.94	1.89	0.95	0.88	0.96	0.65	0.77
Reference completion rate	90%	88%	95%	96%	94%	95%	92%	93%	96%	90%	95%	94%
Registrations as percent of population	76%	70%	70%	69%	67%	74%	82%	88%	96%	77%	79%	77%
Circulation per volume	3.38	3.32	3.37	3.41	3.45	3.58	3.37	2.75	2.60	2.43	2.43	2.53
Volumes per capita	2.22	2.17	2.11	2.01	2.07	2.34	2.49	2.67	2.75	2.85	2.80	2.83

Data Elements Summary	FY1996-97	FY1997-98	FY1998-99	FY1999-00	FY2000-01	FY2001-02	FY02-03	FY03-04	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Annual circulation	375494	373716	372958	365093	383,802	424,621	425,739	379,524	372,219	358,841	357,040	375,521
Annual in-library materials use	105976	135928	136240	140556	141,700	162,552	176,124	143,780	121,992	90,480	99,632	102,804
Annual number of library visits	297011	295502	299805	281126	278,515	314,487	326,156	271,242	275,752	269,363	265,681	262,664
Annual number of reference transactions	42338	44411	40821	44004	41,241	47,421	60,846	48,758	45,718	49,940	34,112	40,508
Annual program attendance (children 0-9)	10287	11866	10353	10646	9,138	10,241	7,206	7,771	8,845	11,646	13,246	15,436
Holdings	112589	112518	110620	107102	111,159	118,546	126,223	137,988	142,862	147,943	147,010	148,610
Library Registrations	37048	36085	36691	36809	36,070	37,268	41,258	45,443	49,922	53,769	56,412	40,656
Population*	50500	51900	52500	53200	53,800	50,600	50,600	51,500	52,000	52,000	52,500	52,500

*=State Library Certification/PLF; Census 2000=49,415

**FY 03-04 closed Dec & Jan-retrofit project

Division Monthly Reports

To: Robin Weed-Brown

From: Carlos Baffigo, Anne Pankow, Cindy Romero, Janet Stone

Date: August 2008

Public Services - Cindy Romero, Janet Stone
Children's

Date	Event	# of participants
August 28, 2008	Williams School Teacher Meeting	30
	Total number of participants	30

August is a month full of planning for the fall. Cindy began to contact the schools to arrange to meet with the staff. She attended the first staff meeting of the year at Williams School to promote new library services and programs. We have appointments at the local elementary and middle schools in September. Gail has begun to contact the Head Start Preschool and the Community Services Preschool to arrange for our monthly storytime visits.

Planning is in full swing for our September events. We are having a 2 part SAT workshop. The first part will be a practice exam that will be scored and returned during the second session. The second session will review the practice exams and give the students tips and techniques for improving their scores. Susan has been coordinating Pirate Day this year, which is scheduled for Saturday September 20. We are looking forward to a fun filled day of reading, crafts, and grub! Students have started to register for our Teen and Children's book discussion groups. The teens will be reading *Airborn* by Kenneth Oppel on September 18th. We will have 2 children's book groups in October. Younger children, grades 1-3 will be reading *Frindle* by Andrew Clements, and older children grades 3-6 will be reading *The City of Ember* by Jeanne DuPrau.

The Battle of the Books committee has been meeting regularly to pull this new event together. We are looking forward to a great battle. At this writing, we have 4 teams, and are looking for a few more. Please mark your calendars for October 16th at 6:30 p.m. to come and support the teams.

Adult

Date	Program/Event	# of participants
August 20, 2008	A Novel Idea book discussion group (*Water For Elephants*)	13
	TOTAL number of participants	13

As August morphs into September, we catch our breath and our bearings.

As our newly global audio/visual collection developer, Sandy stepped into Gaetano's spot on the MCLS Audio-Visual Services committee – including taking on his inaugural year as committee secretary. In preparation, she ventured off to Downey for Committee Officers' Orientation.

Janet spent two days in Pasadena at the State Library/MCLS Statewide Reference Think Tank, brainstorming with others how information services might look in California in 2020. Two trends identified by the entire Tank as transformative to libraries were:

> Google World, in which 'the [information] "middleman" is becoming extinct;' and
> Power of US, 'where mobile computing, social media, [and] peer-to-peer production expand our ability to cooperate and create value.'

Meanwhile, the Public Services staff at large reviewed their experiences with borderline and over-the-line customer behavior, in preparation for an informal workshop with representatives from the Glendora Police Department.

Out and about with our public, *Water For Elephants* was a popular choice for the Novel Idea book group: three new participants joined in and five copies of the book were given out. As we edged into September, *Three Cups of Tea* also proved enticing, bringing in a total of 20 readers between the morning and evening Books Alive! sessions.

And, wrapping up this inning of Public Services teamwork, Rebecca stepped up to the plate to provide a Saturday storytime, freeing Miss Gail to attend to Things SAT.

Support Services – Carlos Baffigo

August was the month for well-earned vacations for Support Services staff after a very busy summer.

The recruitment for the vacant Library Technician position is progressing. Interviews have been scheduled for September 16th.

Circulation:
With the summer activities coming to an end, Support Services staff was able to re-focus attention on their routine duties.

Facilities:
Carlos attended a Public Works Capital Improvement Project (CIP) workshop in Sierra Madre on August 8th. It was very helpful as a general review of the CIP process and its legal aspects.

Expansion update: The rough framing and electrical wiring are mostly finished.

Technology:
An upgrade to the latest build of Polaris took place on Thursday, August 28th.

Public laptop statistics:
    41 new users
    135 sessions

Carlos will be attending the annual Polaris Users Group meeting in Syracuse, NY from September 30th – October 4th.

Development & Educational Services – Anne Pankow
Foundation Office staff were busy in August wrapping up final details of Night on the Plaza. Bills were sent out as well as thank you letters. Most, but not all, of the money promised at NOP has been received. By September, all bills for NOP will have been submitted and paid by the Foundation. By next month, an accurate accounting of the gross and net for NOP should be available.

I hope you noticed the new Hands banner at the front entrance of the library. Thank you to Robin and Elke for their efforts in creating the banner.

There are 37 literacy tutoring pairs to date. In October, Mary Pat Dodson, Literacy Coordinator, will conduct a tutor training.

Foundation Staff have been busy planning 2 "Learn it and Do it" crafts for the fall – crocheting and quilting.

Bonnie and Bob Deering celebrated their 50th wedding anniversary on August 24. She and Bob will continue the celebration in Hawaii in September. Congratulations!

On Saturday, August 30, there was a memorial service in the Bidwell Forum for Patty Van Zee, the first Friends Bookstore manager and a former employee. Family and friends gathered to pay tribute to Patty who passed away in February. Staff contributed to a plaque in memory of Patty, which will hang in the Friends bookstore. Patty was much loved by all who knew her.

Glendora Public Library Summary Data for August 2008

Service Indicators	This Year August	Last Year August	Percent Change	This Year-to-date	Last Year-to-date	Percent Change
I. E. Total Library Visitors	22,657	21,633	5%	56,267	47,822	18%
I. D. Total Items Loaned	34,840	29,720	17%	77,894	63,025	24%
I. D.4. Electronic Circulation	189	90	110%	392	188	109%
III. A. Total Requests for Information/Adult Services	2,623	2,475	6%	5,710	4,928	16%
II. A. Total Items Owned	149,658	147,125	2%	------	------	------
V. A. Total Web & Electronic Resources & Databases	30,267	9,808	209%	64,627	17,628	267%
V. A.2. Library Home Page Views	25,970	3,123	732%	55,254	6,129	802%
VI. A. Total Number of Programs	2	2	0%	28	23	22%
VI. E. Number of Literacy Students Active	37	30	23%	------	------	------
VI. E.1. Literacy Hours Tutored	129	67	92%	260	171	52%
VI. F.1 Total Number of Volunteer Hours	502	429	17%	3,309	2,959	12%
I. G. Total General Fund Revenue	$6,110	$4,947	24%	$11,278	$9,252	22%

These statistics are subject to verification.

Revised stat sheet 08-2008

August 2008 Events

New main floor furniture -
August 2008
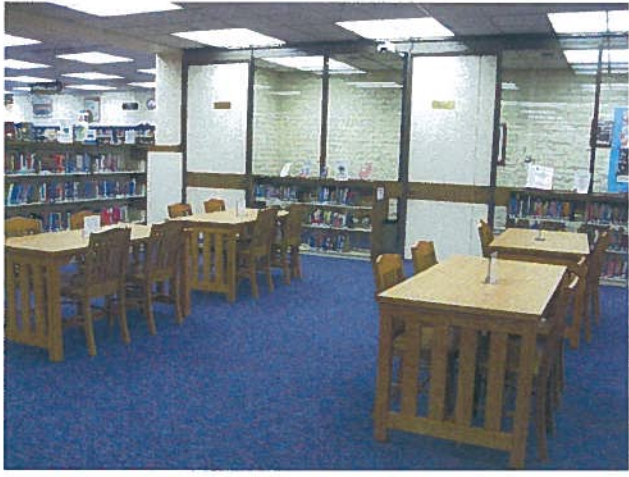
Main Floor—new furniture

August 13, 2008

August 20, 2008
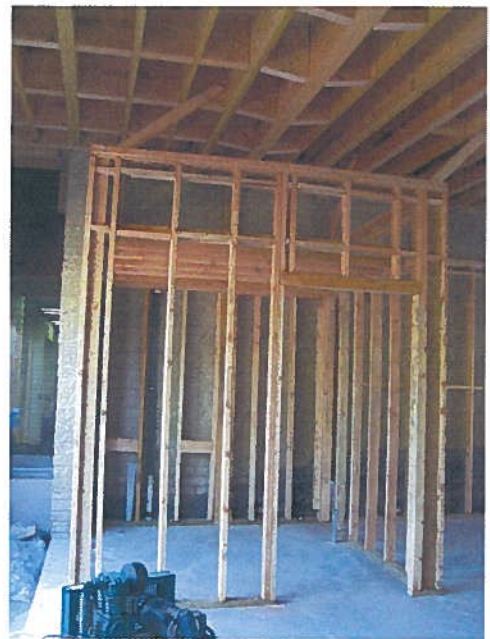
August 21, 2008

August 29, 2008

August 29, 2008

September 8, 2008

September 8, 2008

7.
Unfinished Business

Library Board of Trustees
## Goals and Objectives for FY 2008- 2009

Goal:

The Library Trustees will serve as active, visible advocates for the library to the greater community.

Objectives:

- Each Board member will attend an average of one library event per month.

- Each Board member will continue to promote the *Hands* project and other avenues of support for library services and programs.

- The Board will advocate for fair and equitable compensation for the purpose of recruiting and retaining high quality library staff.

8.
New
Business
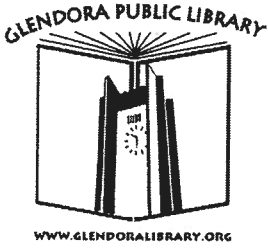
GLENDORA PUBLIC LIBRARY

Glendora Public Library   140 S. Glendora Ave.   Glendora, CA   91741
(626) 852-4891   library@glendoralibrary.org

WWW.GLENDORALIBRARY.ORG

MEMO

To: Board of Library Trustees

From: Robin Weed-Brown, Library Director

Date: September 15, 2008

Re: Agenda Item # 7.1: Holiday Hours for 2008: Thanksgiving and Christmas

---

Recommendation
It is recommended that the Library Trustees affirm the following closing times for the library during the upcoming 2008 holiday season:

- Thanksgiving Eve, November 26, close at 5:00 p.m.
- Christmas Eve, Monday, December 24, close at 12 noon
- New Year's Eve, Monday, December 31, close at 12 noon

Background
The MOU for mid-managers and general employees grants them four (4) hours off on both Christmas and New Years Eve.

Thanksgiving "eve", the Wednesday before Thanksgiving is historically a quiet night in the library. Closing early on that day allows staff time to be with their families with minimal impact on customer service.

Approved and adopted this 15th day of September, 2008
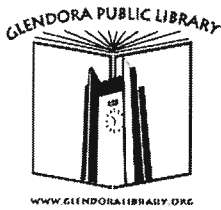
Ayes: _____   City of Glendora
                                Library Board of Trustees

Noes: _____

Absent: _____

Attest:_____   By:_____
        Robin Weed-Brown, Library Director   Mike Conway, President

Glendora Public Library Events

September 2008
01   Labor Day – Library closed
06   10 a.m. *Coffee 'n' Books* in the Library – main floor
08   11 a.m. & 7 p.m. Books Alive! *Three Cups of Tea* by Greg Mortenson – main floor
13   10 a.m. – 2 p.m. SAT workshop- part 1(practice test) – Bidwell Forum
15   7 p.m. Library Board meeting – Bidwell Forum
17   Glendora Day at the Fair
18   4 p.m. Books 'n Brownies Teen Pirate day book group *Airborn* by Kenneth Oppel – main floor
20   10 a.m. – 5 p.m. Pirate's Day Celebration – Children's room
20   10 a.m. – 3 p.m. SAT workshop – part 2 (review workshop) – Bidwell Forum
24   7 p.m. Juvy author visit Marie Torres Cimarusti, author of *Peek a Moo* – main floor
27   2 p.m. Mystery Writers workshop featuring Sisters in Crime author panel – main floor

October 2008
02   4 p.m. Book Buddies-children's book discussion for grade 1 thru 3-*Frindle* by Andrew Clements-main floor
04   9:30 a.m. Adult Literacy Tutor Training Workshop – Bidwell Forum
04   10 a.m. *Coffee 'n' Books* in the Library – main floor
07-12/2 6:30 p.m. Quilting Class, no registration required – Bidwell Forum
09   4 p.m. Ravenous Readers-children's book discussion for grade 3 thru 6-*The City of Ember* by Jeanne DuPrau – main floor
11-11/22 In-N-Out Food for Thought Program
16   6:30 p.m. *Battle of the Books*-A Trivia Competition for Teens – Bidwell Forum
18   11 a.m. Crocheting Class, registration required- Bidwell Forum
18   2 p.m. Writers workshop featuring Julie Davey – main floor
20   7 p.m. Library Board meeting – Bidwell Forum
22   7 p.m. *Novel Idea* Book discussion; *Moloka'I* by Alan Brennert – main floor
23 & 30 3:30 p.m. Creepy Cuisine for Kids & Teens – main floor
28, 29&30 10:30 a.m. Trick or Treat in the Library – main floor
29   7 p.m. Spooky Stories Under the Stars – Bidwell Forum

Storytimes
- "Time for Tykes" – ages 3 -5- Tuesday & Wednesday 10:30 a.m.
- "Family PJ Storytime" – ages 3 -5 - Wednesday 7 p.m.
- The third Wednesday of every month is **craft night** after "Family PJ Storytime"
- "Mother Goose Storytime" for infants & toddlers- Thursday 10:30 a.m. & 11:30 a.m.
- **"Family Storytime" – ages 2-5 – Saturday 10:30 a.m. NEW!**

Community Outreach
- Babies, Books and Bibs/Family Literacy Outreach, 1st Thursday of every month, FPH
- Born To Read/Teen Parent Outreach, 1st Wednesday of every month at 12:30 p.m. at Arrow High School

Foundation Executive Board Meeting
- October 3, 2008 @ 7:00 a.m. Library – Main Floor

Foundation Quarterly Board Meeting
- October 21, 2008 @ 7:00 a.m. Library – Bidwell Forum

www.glendoralibrary.org

9.
Board Member Items

Glendora Public Library
Board Agenda Planning Calendar
FY 08- 09

July 21   Elect officers; appoint Foundation Liaisons; discuss Library Board Goals

August 18   Finalize Library Board Goals;

September 15   SRC wrap up; Discuss Holiday Hours-Thanksgiving & Christmas

October 20   Approve January & February Board meeting dates; review strategic plan

November 17   Budget Priorities FY 09-10-initial discussion;

December 15   Mid-year review of goals 08-09

January ?   Budget FY 09-10; Board Award discussion; CALTAC
Monday?   workshop attendance (wkshp usually in March); review
(Adjusted for MLK Day)   Admin Policy 4.05-Collection Development

February ?   Goal planning FY 09-10; Friends Foundation funding staff
Monday?   requests for FY 09-10
(Adjusted for President's Day)

March 16   Candidates for Board vacancies; Bookmark contest judging; goal planning for 09/10; review Admin Policy 4.06-Glendora Library Volunteer Policy

April 20   Begin process of self-evaluation and evaluation of Lib Dir and assist new members with this process (include past Board evaluations & the Board's current goals)

May 18   Self-evaluation of the Board; evaluation of the Lib Dir-begin process (possible closed session); Library Board award

June 15   Agenda planning 09-10; Eval. Lib Board; Closed session: Eval- Lib Dir; Orientation planning for new Board member