

**AGENDA
CITY OF GLENDORA
LIBRARY BOARD OF TRUSTEES – Regular meeting**

Library Bidwell Forum

**October 16, 2006
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 Secretary 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

4.1 Minutes of meeting of September 18, 2006- action item

5. REPORT OF LIBRARY DIRECTOR

Written report attached. Additional items may be reported by the Director such as: City, MCLS, State Library and legislative activity. No action will be taken on any items brought up at this time

6. UNFINISHED BUSINESS

6.1 Posting of Library Board Agendas on Channel 3 – action item

President Slakey to lead discussion

7. NEW BUSINESS

7.1 Election of new Vice President – action item

President Slakey to lead –due to resignation of VP & SAB Representative Fields

7.2 Election of new Friends Foundation Liaison – action item

President Slakey to lead – due to resignation of VP Fields

7.3 Library Events Calendar

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

8. BOARD MEMBER ITEMS

8.1 Agenda Planning Calendar

Plans for future meetings to be discussed

8.2 Board member items

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

9. ADJOURNMENT

4.

**Consent
Calendar**

Minutes
CITY OF GLENDORA
LIBRARY BOARD OF TRUSTEES – Regular Meeting

Library Bidwell Forum
140 S. Glendora Ave, Glendora CA 91741

September 18, 2006
7:00 p.m.

The Regular Meeting of the Glendora Library Board of Trustees was called to order at 7:03 p.m. by President Sylvia Slakey.

Board members Present: Sylvia Slakey, Mike Conway, James Theel

Board Members Absent: Doug Hodson, Don Fields

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

2. PUBLIC COMMENT PERIOD

There was no public to comment.

3. ADOPTION OF AGENDA

There were no changes to the order of the agenda.

4. CONSENT CALENDAR

It was **MSC (Theel/Conway)** to approve Minutes of meeting of August 21, 2006 with the following corrections. Under report of Library Director, correct spelling for the Glendora Woman's Club. Under Library Board Goals for FY 06/07: change the last sentence in the last paragraph to read "Some discussion ensued."

5. REPORT OF LIBRARY DIRECTOR

Weed-Brown pointed out the articles attached to her director's report. She noted that currently RFID is costly, but it is something to keep in mind for the future. Some discussion ensued on the article "Long Overdue." Only a portion of the article was included in the Board packet. Weed-Brown stated that she can provide the full report if any Board members are interested. Conway noted that the speech of author Firoozeh Dumas at the Glendora Library was well received, according to letters in the *Glendora-Youth Edition*.

Weed-Brown remarked that many people, including city staff, still do not know how many patrons rely on the library's public computers on a daily basis. Conway agreed and added that many people in this community do not own a computer.

Weed-Brown reported that the library's new web site was launched today. Some areas still need further development, but staff wanted the new site available for patrons. She asked Board members to let her or Cathel know if they find any mistakes. As part of the promotion of the new web site, staff will start handing out the @ bookmarks with the library's new web address. Weed-Brown commended Carlos Baffigo for getting this

difficult project completed while continuing the main floor remodel. Theel commented that people like the library's new web address.

Weed-Brown stated that a table will be set up in the library for patrons to help themselves to waterless soap, different kinds of bookmarks and magnifiers for enlarging print. Some magnifiers might be moved out to the stacks as well. Theel stated that he likes the present location of the reference desk. It seems staff has a much better view of the library.

Weed-Brown reported that Coordinating Council will be celebrating the 50th anniversary of Holiday Baskets. To honor this anniversary, a proclamation will be read and presented to representatives of Coordinating Council at the October 24th City Council meeting. Before the meeting, a celebration will take place on the main floor of the library as Bidwell Forum is already reserved for that night. Weed-Brown added that the new shelving, as well as the new computer tables, will have been installed by then.

Theel asked whether Weed-Brown will demonstrate the library's new web site at the City Council meeting. Weed-Brown recommended waiting until all issues with the site are resolved. Weed-Brown stated that she will let the Council know about the new web site, as well as promote it on Channel 3.

Weed-Brown informed the Board that she will be out of town the first week of October to help her sister after surgery.

In response to a question from Theel, Weed-Brown confirmed that an architect will be hired once staff starts working on the addition to the Children's room. Currently staff is working on getting preliminary numbers so plans can be established on how to obtain funding for the addition.

5.1 Summer Reading Clubs Wrap Up

Carolyn Thomas, Sandy Krause and Cindy Romero reported on the 2006 Summer Reading Club programs. Thomas provided a summary, which included statistics on participants, programs, volunteers, volunteer hours, as well as the cost break-down.

Thomas pointed out several highlights, such as increased completion rates, increased volunteer hours, and more children's programs being offered this year. She added that approximately 1400 people registered for this year's programs. Thomas cited several reasons for completion rates being higher, such as more school tours, outreach and updated, easy to follow children's reporting cards. Invitations were sent to 2005 Adult Summer Reading Club participants, which helped to get the word out early. Thomas added that the Summer Reading Program was also advertised in *Glendora on the Move*.

Theel asked about the Teen Summer Reading Program. Thomas explained that Youth Services is being reorganized. Staff will focus on children in 6th, 7th and 8th grade as this seems to be the age group that participates in the Summer Reading Program. Thomas showed the Board some detailed graphs and statistics, as well as some photos taken during the course of Summer Reading Program 2006.

Krause provided the Board with statistics on a very successful Adult Summer Reading Program. She noted that book reviews were posted in the library this year. Krause showed the Board a binder with book reviews that is still available for patrons to look through.

Romero thanked the Friends Foundation for funding the Summer Reading Program. She summarized the Teens and Children's Summer Reading Program statistics. She stated that approximately 1200 children signed up for the Children's Summer Reading Club. Romero pointed out that 728 children reported at least once. Storybook readers read a total of 7,235 books. Chapter book readers read a total of 5,538 days for 30 minutes a day. Romero stated that eight lucky teens won MP3 players, which was the grand prize in the Teen program.

The Board offered their congratulations to Thomas, Krause and Romero on a successful Summer Reading Program. Slakey stated that she is impressed with what a fantastic job has been done. The Library is very fortunate to have such great staff. Thomas thanked the Friends Foundation for their support.

6. UNFINISHED BUSINESS

6.1 Library Board Goals for FY 2006/2007

The Board reviewed the Library Board Goals. Slakey pointed out that the first objective has no date. This is due to the City Council election in March. The Trustees will decide after the election who will meet with who. Slakey stated that Board members should continue attending City Council meetings to promote upcoming library events.

Slakey stated that by March staff will have a clearer understanding of the estimated costs for the Children's room addition, which then could be used for discussion with City Council members. Slakey asked if these goals were acceptable and asked for comments. There were none.

7. NEW BUSINESS

7.1 Posting of Library Board Agendas on Channel 3 – action item

Slakey stated that she would like to postpone the discussion until the other Board members are present. Theel and Conway agreed to postpone the discussion until next month.

7.2 Holiday Hours for 2006 – action item

The Board reviewed Weed-Brown's memorandum regarding holiday hours for 2006. Weed-Brown stated that Veteran's Day falls on a Saturday. All city departments will be closed on Friday, as well as all schools and banks. Weed-Brown said that one option is to close the library on Friday to follow other city departments and be open on Saturday. Another option is to have the library open on Friday, when other city departments are closed and close on Saturday for the holiday. She voiced concerns that people might be upset if the library is open on the actual holiday.

Following discussion on this topic, the Board agreed with Weed-Brown's recommendations.

It was MSC (Theel/Conway) to affirm the holiday hours as follows: the library will be closed Friday, November 10 and Saturday, November 11 for Veteran's Day and reopen on Monday, November 13, 2006; the library will close on Wednesday, November 22 at 5 pm for Thanksgiving and reopen on Saturday, November 25; the library will be closed on Monday, December 25, 2006 for Christmas; the library will be closed on Monday, January 1, 2007 for New Year's.

Weed-Brown thanked the Board and stated that library staff will appreciate the Board's support. She added that some of these holidays are some time away, but determining the holiday hours now will help staff program loan periods and due dates.

7.3 Library Events Calendar

The Board reviewed the events calendar. Theel stated that he distributed the information about the Library's blood drive at APU. Slakey noted that there are many activities coming up, such as *A Novel Idea*, a new book discussion group led by Marcia Conway.

8. BOARD MEMBER ITEMS

8.1 Agenda Planning Calendar

Slakey reiterated that the discussion about posting Library Board Agendas on Channel 3 will be brought back next month. Weed-Brown asked to let Cathel know if anything needs to be added to the agenda, as Weed-Brown will be out of town.

8.2 Board Member Items

Theel informed the Board that he will not be attending the November 20th Board meeting as he will be out of state. He added that he received his first e-mail notification today. He is very happy that the library can now offer this great service. He also got a new library card today. Weed-Brown stated that with e-mail notification, patrons will receive a reminder notice before an item is due. She added that there is a good turnout on both e-mail notification sign up and new library cards.

Slakey thanked Weed-Brown for the new business cards. They look very nice.

There being no further business, meeting adjourned at 8:45 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.

5.
Report of
Library
Director



Glendora Public Library
(626) 852-4891

140 S. Glendora Ave.
library@glendoralibrary.org

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Glendora, CA 91741

MEMO

To: Board of Library Trustees

From: Library Director *Robin*

CC: City Manager

Date: October 16, 2006

Re: Director's Report

Community

The new bookmarks sporting our new web URL have been a success! We have gone through 2500 in less than a month. Our new magnifier bookmarks have also been popular and are almost gone, although we only ordered 250 initially. Both bookmarks have been re-ordered.

Pirates Day on September 19th was a success with both the public and staff. Stories were read every hour, costumes were worn by both kids and staff. So many great costumes were worn by staff that we had to recognize everyone that supported the event by dressing up with an In 'n Out coupon. We also treated staff to lunch that day.

Gaetano Abbondanza promoted our Business Decisions database at the Glendora Rotary meeting on Sept. 19th. A copy of the front of the Rotary bulletin is attached, sporting Gaetano's picture. They were very excited about the database and Gaetano's presentation and also pleased that the library was developing services to support small business.

Saturday Sept. 23rd was our fall SAT workshop which had its usual large turnout. Over 80 kids participated.

Remodeling continues. Shelving arrived the week of Sept. 17th. The new computer tables are up and working well. The copy machines have been relocated to the former Friends bookstore location. Carlos and his team are doing a tremendous job in moving this project forward-the library already feels more spacious and attractive!

The Friend's bookstore closed on Oct. 9th and will have a soft opening on Oct. 23rd. A ribbon cutting ceremony with the Chamber is scheduled for November 28th at 8:30am. When you have a moment poke your head into the new bookstore-you will be amazed at what they have accomplished! People are already trying to come in and buy books! New storage cabinets have been put in Bidwell to replace the open book shelves that were there previously. This will keep things neater in the forum and more secure.

The Blood Drive for the American Red Cross on Sept. 20th was a success as well. 23 useable units were collected which equates to 60 lives that will be helped. Another drive is scheduled for January 2007.

Staff

Jo Ann Sharp, our City Clerk, will be retiring on October 27, 2006. She is a wonderful clerk and friend and will be deeply missed!

Anne, Carlos and Mary Pat attended the second session of the Building Library Leadership Skills workshops. The topic, "Convincing and Influencing Others" was presented by Arch Lustberg, a well known communications leader. I

heard him speak in the 90's and he is now known all over the world. These workshops are presented by InfoPeople, the training arm of the State Library. I am so pleased that some of our staff is taking advantage of this opportunity.

The staff web team reconvened on October 25th to review the new website, discuss pending issues and to assign specific staff to maintaining and updating the pages.

Staff training on the library's OverDrive, downloadable books database, was given by the Public Services staff on Sept. 28th. A how-to handout is included in this packet for your information. PS staff did a great job in bringing us non-techies up-to-date on this latest technology offering, which is available through our website.

Carlos had a successful Polaris training session in New York the first week of October.

Carolyn Thomas is on vacation in New Zealand from Oct. 6-21st.

Ted Taylor has been off for 2 weeks. His first week was vacation time in Detroit. The second week was to handle family issues when his father-in-law passed away.

Director

Don Fields resigned his Trustee position on Sept. 25th. His personal and family demands became such that he felt he needed to re-prioritize his commitments. It is understandable, but he will be missed. His vacancy has been noticed and will be open for applications through Nov. 14, 2006. A copy of the City Clerk's memo and Don's resignation letter are included in this packet.

The SAB meeting scheduled for Oct. 14th, which Don was going to represent us at, has been canceled due to lack of a quorum.

It seems to be the time of year for reports to be released! "Public Libraries and the Internet 2006" was released in September. The Executive Summary is attached for your review. I have the full report in a PDF file if anyone is interested in all 225 pages of it!

Anne did a great job in keeping things running while I was up at my sister's. I am always grateful for the high caliber management staff we have and even more so during my times away!

Next board meeting: November 20, 2006.

THE GLENDORA WHEEL



SEPTEMBER 19, 2006 BULLETIN OF THE GLENDORA ROTARY CLUB • ORGANIZED APRIL 11, 1956 • DISTRICT 5300

This Week's Program:



Gaetano Abbondanza described how Glendora businesses can use the library database to increase business.

Nichols Wins 50/50



Norm Nichols, still hiding in the witness protection program, won the 50/50 drawing this week.

Next Week's Program:

Sylvia Padilla,
"Friends of the Heart"
A Non-profit Organization

Oscar Nite Update



All of the projects that our Club does each year in the Community, the State, the Nation, and the World are funded by monies in the Charities account and from the efforts of our members. The Senior Christmas Luncheon, the Teen Leadership Conference, Glendora Trail Days, Glendora Policeman of the Year Award, Help Feed The Homeless at St. Dorothy's, RYLA, the Dan Stover Music Awards, the Tijuana Focometer Project, and the Nazareth Junior Achievement Project are just a few of the things that we do.

Monies that fund these projects are derived from Membership fines and from fund raising projects. Fines bring in about \$5,000 each year and would allow us to do one-fourth of the things that we have budgeted for this year. There needs to be a fund

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President's Column

The first lapel pin in Rotary history was created in 1909 for the Rotary Club of New York. It wasn't given to every member, though: Only the club's president, Bradford Bullock, wore the first pin. After Bullock left office in 1911, the pin changed forms a few times. Today, it depicts the official Rotary emblem.

Now all Rotarians are encouraged to wear pins, if not for a specific program or club, at least for Rotary in general to show pride and membership.

But exclusive pins are still around, such as those given to Paul Harris Fellows or handed down in individual clubs, such as the Rotary Club of Laredo, Texas, USA. In Laredo, as a nod to the club's roots, the president proudly wears a pin passed down from its first district governor.

Pins also have been popular fundraising tools, as the Rotary Club of Orange, California, USA, knows well. In 1969, the club president began fining people who didn't wear their pins to meetings — a practice that continues today. The money goes into the club's general fund. The pins provide some of the best publicity in the world for Rotary,

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SEPTEMBER IS NEW GENERATIONS MONTH:

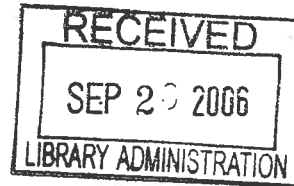
Rotary's Int'l youth programs nurture peace & cultural understanding



9
Donald R. Fields
2220 Country Club Drive
Glendora, Ca 91741
(626) 963-6066

Library Board of Trustees

Sylvia Slakey, President.



September 25, 2006

Dear Sylvia,

I did not realize it, at the time I accepted the Vice Presidency that I would be absent three Board meetings in a row. I understand that under our by-laws, missing 3 consecutive meetings constitutes cause for removal from the board. I realize there are exceptions to that rule, but at this time I may miss the November meeting as well. There are many things happening in my personal life that prevent me from giving the proper attention to the responsibilities of a Board member. That is why I must tender my resignation, effective immediately.

I feel very fortunate to have been appointed to the board and I looked forward to serving as Vice President. I am sorry to let everyone down.

I admire the staff of the library and Robin for her knowledge, dedication and leadership. I think the board is made up of exceptional volunteers. I believe Mike Conway will give the board some fresh new ideas. Sylvia, you are truly dedicated and a valuable asset to the board. You and Steve have contributed greatly to the library. Thank you all for the opportunity to serve with you.

I know Pam Vernon was interested in being on the board. If she wants to apply for the vacancy, I would happy to speak to every councilperson on her behalf.

Thank you for the opportunity to serve as Vice President,

Sincerely

A handwritten signature in cursive script that reads "Don Fields".

CC Robin Weed Brown.

RECEIVED
SEP 25 2006
CITY CLERK
CITY OF GLENDORA

DOWNLOAD TO MP3 PLAYER

10

SIGN ON: need current library card and pin number

- ◆ glendoralibrary.org
- ◆ Click resources
- ◆ Click ebooks & audiobook downloads
- ◆ Click Overdrive logo



- ◆ Sign In: Select Glendora Library, enter library card # and pin

CHECKOUT BOOK

- ◆ Click Digital Book Home
- ◆ Select All overdrive Audio Books” or “Browse Fiction” or “Browse Nonfiction”
- ◆ Select Advanced Search: click Overdrive Format; check box marked “only show titles with copies available”
- ◆ Select Title
- ◆ Add to Book Bag
- ◆ Proceed to checkout; confirm checkout

DOWNLOAD BOOK

- ◆ Click Download
- ◆ Get Media Dialog Box appears, click OK
- ◆ Check parts to download; select only 1 chapter at a time, click ok
- ◆ Plug MP3 player into USB port
- ◆ Click Transfer/Burn; Overdrive Media Console, launch windows media player, click ok

COPY TO MP3 PLAYER

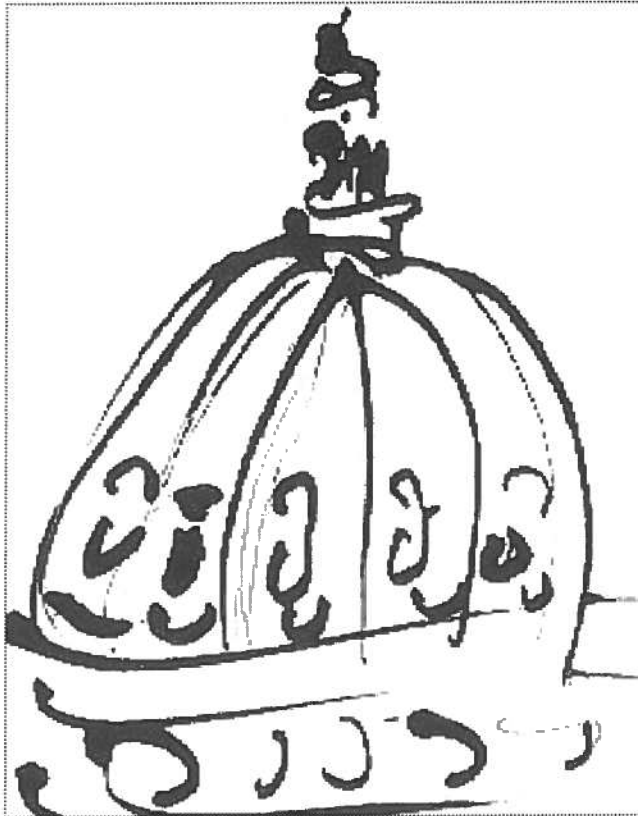
- ◆ Click copy to CD or device
- ◆ Select chapter
- ◆ Click CD Drive; at drop down menu select Sanso M250
- ◆ Copy

LISTEN

- ◆ Close all windows
- ◆ Sign out of Overdrive
- ◆ Unplug MP3 player
- ◆ Plug in Headphones
- ◆ Turn on MP3 player, select book chapter
- ◆ Listen



Information Use Management and Policy Institute
College of Information, Florida State University



Public Libraries and the Internet 2006: Study Results and Findings

John Carlo Bertot, Ph. D.
Associate Director and Professor

Charles R. McClure, Ph. D.
Director and Francis Eppes Professor

Paul T. Jaeger, Ph.D. and J. D.
Assistant Professor

Joe Ryan
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September 2006

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<http://www.ii.fsu.edu/>

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Bill and Melinda Gates Foundation
and the American Library Association

EXECUTIVE SUMMARY

This report presents national and state data from the *2006 Public Libraries and the Internet* survey and site visits funded by the Bill & Melinda Gates Foundation and the American Library Association. The primary goal of the study is to provide current information that describes public library activities in the networked environment. This information has importance not only to the public library community, but also to policymakers at local, state, and federal levels; manufacturers of information and communication technologies; library funding agencies; and the communities served by public libraries. This report summarizes findings at both the library outlet level and the system level for all questions on the survey.¹

The *2006 Public Libraries and the Internet* study collected data through two integrated approaches: 1) a national survey of public library Internet connectivity, use, services, involvement, and sustainability issues; and 2) a case site component which sought to identify successfully networked public libraries and how these libraries meet and resolve the challenges with maintaining, enhancing, and continually moving forward their networked services and resources. The survey received 4,818 responses for a 69.0% response rate. The cases involved site-visits, focus groups, and interviews at more than 30 libraries in five states. The study continues national surveys of public libraries and the Internet conducted by the authors since 1994.²

Key Findings

Libraries as Community Public Access Computing and Internet Access Points

Public libraries continue to provide important public access computing and Internet access in their communities:

- 98.9% of public library branches are connected to the Internet.
- 98.4% of connected public library branches offer public Internet access.
- 36.7% of public library branches offer wireless Internet access, up from 17.9% in 2004.
- 100% of high poverty branches—those with greater than 40% poverty in the service area—are connected to the Internet and offer public Internet access.
- Public library branches have an average of 10.7 public access computers, with rural libraries having an average of 7.1 workstations and urban libraries having an average of 17.9 workstations.

Continued Improvements

Public libraries continue to enhance their public access computing and Internet access services:

¹ The term “outlet” refers to a public library facility (e.g., main branch or branch). The term may also refer to bookmobiles, but this study excluded bookmobiles. A library “system” comprises all facilities (i.e., main branch and all branches).

² Information and reports regarding the various studies is available at: <http://www.ii.fsu.edu/plinternet>.

- In 2006, 34.4% of connected public library branches have connection speeds of 769kbps-1.5mbps compared to 27.4% in 2004.
- In 2006, 28.9% have connection speeds of greater than 1.5mbps compared to 20.3% in 2004.
- Bandwidth continues to increase, with 63.3% of public library branches having connection speeds of greater than 769kbps in 2006 compared to 47.4% in 2004.

Future Developments

In the future, public libraries plan to add and/or replace workstations and make other enhancements to their public access computing and Internet access services:

- 16.6% of public library branches plan to add more workstations within two years, while 28.6% of branches are considering doing so.
- 72.8% of public library branches plan to replace some workstations within two years. Of the 72.8% of libraries, 35.3% have plans to replace a definite number of workstations, with an average replacement of 7.2 workstations.
- 23.1% plan to add wireless access within two years, which means that over 60.0% of public libraries would then offer wireless access.

Challenges Remain

Challenges remain as public libraries continue to improve their public access computing and Internet access services:

- Roughly 45.0% of public libraries reported a decrease (6.8%) or flat funding (36.6%) in their overall budget as compared to the previous fiscal year. Given inflation and increased personnel and benefits costs, flat funding equates to a cut in funding. Thus, nearly half of public libraries essentially experienced reductions in funding.
- Public libraries face increased demands to supply public access computing in times of natural disasters such as the 2005 hurricanes and to support federal, state, and local e-government services, e.g., applications for the federal prescription drug plan.
- 45.5% of public library branches indicate that their connection speeds are inadequate to meet user demands some or all of the time.
- One-quarter of public library branches have 3 or fewer workstations, two-quarters of public library branches have 6 or fewer workstations, and three-quarters of public library branches have 12 or fewer workstations.
- Only 20.7% of public library branches indicate that the number of workstations they currently have is adequate to meet patron demand.
- 45.4% of public library branches have no plans to add workstations in the next two years.
- Space (79.9%), cost factors (72.6%), and maintenance (38.8%) most commonly influence decisions to add or upgrade public access Internet workstations.
- Rural public libraries tend to have fewer public access workstations, lower bandwidth, and are less likely to offer wireless access.

- Public access computing and bandwidth are important parts of public access, but there is a need to continually upgrade technology and provide sufficient bandwidth to meet increasingly demanding applications, digital content, and services.
- Public libraries in some states collectively lag behind the public libraries nationally in terms of number of computers, connectivity speeds, and other important factors.

Successfully Networked Public Libraries

A successfully networked public library (SNPL) provides high quality traditional library services as well as networked services. Networked services include electronic information resources and/or services, such as Internet access, email, chat, online reference, subscription databases, and other web-based services. In the context of this study, network services comprise three primary areas: 1) networked services offered within the library; 2) the library's virtual branch, meaning web-based external services; and 3) the infrastructure needed to support both. SNPLs have exceptionally high quality leaders who successfully and actively engage the political process. Factors describing SNPLs in 2006 also include:

1. Networked services within the library

- SNPLs offer public access copiers, fax, printers, scanners, and computing workstations, and may also lend a variety of equipment including digital cameras, GPS equipment, ipods, MP3 players, and even telescopes. Often, SNPLs provide the first introduction to a new type of information technology (IT) and serve as the access point of first and last resort for their communities and visitors to various types of IT.
- SNPLs offer an integrated library system (ILS) including an online public access catalog (OPAC) of library materials.

2. Library's virtual branch

- SNPLs view their website as an additional branch or as a virtual branch.
- They seek to offer the same or equivalent services, such as answering reference questions, as those offered within the library in addition to those only available virtually.
- Though the services are available, the provision of virtual branch management, staff, resources, and budget equivalent to a traditional branch may not yet be established.
- Virtual branch evaluation is performed, but the evaluation data are not integrated with results of physical branch evaluations.

3. Network infrastructure

- SNPLs have sufficient IT staff to make certain types of networked library services possible. Having such staff can save the library money. For some libraries, however, the difference between not having and having dedicated IT staff must be experienced before being believed.
- They conduct extensive, continuous, formal and informal network service planning.

- SNPLs have sufficient bandwidth to meet the needs of patrons and staff and to offer or plan to offer wireless connectivity. However, they also anticipate an impending future need for additional bandwidth as video, music, and large file transfers become more common.
- They generally have enough public workstations but cannot meet peak demand.
- They provide necessary IT (including software) and training so that all staff members are proficient in the IT-related aspects of their jobs.
- SNPLs have built or are considering building facilities better tailored to the networked environment.
- SNPLs recognize and capitalize on the potential of the Internet as a shared information infrastructure where hardware, software, resources, services and staff expertise may be shared between branches.

4. SNPL Advocacy Strategies

- SNPLs engage in a wide range of advocacy strategies for continued public library and networked services support. The following is a summary of SNPL qualities that influence these advocacy activities:
 - *Proactive*: A distinguishing characteristic of all of the SNPLs, when compared to other public libraries, is their proactive approach. SNPLs proactively partner with local and state governments and non-profits for mutual benefit. SNPLs actively look for opportunities to show what the library was already doing to address local, state, and regional issues, and actively seek partners and funding to address these issues. SNPLs do not wait to be invited to participate in local issues.
 - *Opportunistic*: The SNPL managers are masters at perceiving an opportunity to make the library's worth visible to others and to obtain funding or support, particularly when the source does not specifically mention libraries. SNPL managers recognize that financial support was only one of many types of support that successful libraries need.
 - *Prepared*: SNPLs are often, but not always, better prepared than peer government agencies to make known their contributions to the community and to explain their funding needs. Part of this preparation includes assembling relevant evidence and arguments based on the evidence.
 - *Relationships*: SNPL managers have a year-round positive relationship with elected and appointed officials, community opinion makers, and government agency and nonprofit leaders. SNPL managers are not meeting with strangers when they go to the annual library budget hearing.

5. SNPLs Need Sustainable Support

- Stable and sustainable funding is key to SNPLs, as such funding enables realistic multi-year planning:
 - SNPLs conduct continuous, systematic environmental scans seeking to match community needs, related IT, and funding opportunities.
 - Most SNPLs are transitioning from national grant-based funds to increased local support for networked services.

- Support for networked services is not limited to money, as shared hardware, resources, staff time, and staff training, among other benefits, are equally important.

Importance of Public Access Computing

Programs and local advocacy efforts that demonstrate the role of public libraries in providing public access computing can contribute to the long-term viability of public libraries. Findings from both the national survey and the case site visits document the importance of public access computing and Internet access provided by public libraries. Public libraries are often the first choice for many people to access the Internet and engage in networked services such as applying for a job, applying for and engaging in government services, obtaining health information, and much more. But the need to continually enhance information technology, telecommunications, and networked services often puts considerable strain on already stressed library budgets.

Challenges in Moving Forward

The networked environment continues to increase in scope, service, resource possibilities and capabilities, and complexity. There are now multiple uses of bandwidths, different levels and types of access provided by public access computers, licensed resources from numerous sources, the increasing demands for wireless access, content that needs increasing bandwidth, the introduction of new technologies, and advent of popular interactive websites, among others. It is in this context that public libraries offer their public access computing services and resources.

The impacts on libraries of this new and substantially more complex environment are potentially significant, and effect library service and resource provision, staff skills, training requirements, and public access computing and Internet access requirements. As user expectations rise, combined with the provision of high quality services by other providers, libraries are in a competitive and service/resource rich information environment. Providing "bare minimum" public access computing and Internet access can have two detrimental effects: 1) relegate libraries to places of last resort, and 2) further digitally divide those who only have PAC and Internet access through their public libraries.

As the complexity of the networked environment impacts public library services, roles, and demands on librarians, any assessment of public library public access computing and Internet access must also account for the increased complexity of the actual environment. Thus, another major impact of the complexity of the networked environment is the ability of studies such as these to measure adequately library connectivity, public access computing, the range and type of networked services provided, and the depth and extent of the library's information technology infrastructure. The increased complexity is replete with measurement challenges.



Division Monthly Reports

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To: Robin Weed-Brown

From: Carolyn Thomas, Carlos Baffigo, Cindy Romero, Gaetano Abbondanza, Anne Pankow, Sandy Krause

Date: September 2006 Report

Public Services - Carolyn Thomas

We have added two new service programs for our community. A second session of Mother Goose Story time has been added on Thursday mornings at 11:30 am and Cindy reports that we are already experiencing a good sized crowd, averaging 15 attendees per story time. Pirate's Day, with over 200 people attending, was a wonderful success. Special thanks to Sylvia Slakey, Robin, Karen Davis, Mark Kelly, Anne Pankow and other library staff for reading stories to children. Also, thanks to Doug for attending in costume and supporting us. Deb had a wonderful idea for Pirate's Day, planned great activities and implemented a great new program which we will be repeating next year.

In-house training on Live Homework Help, led by Gaetano, took place on September 14. Staff had hands on practice with real-time tutors to help promote this wonderful resource for students grades 4-12. "Learn how to download audio books to an MP3 player", was another hands-on training session for all interested library staff, and was held September 28. Carolyn and Sandy demonstrated how to log on to Overdrive, our new downloadable database, and transfer audio materials to an MP3 player. Staff has an opportunity to download and use the MP3 player.

The Reference Desk and the Reference Collection has moved to the front of the library. Patrons are finding the new location and commenting positively. Public internet stations are now all grouped together in front of the Reference Desk where staff can monitor public usage more easily. Have you seen the New Book Area, located in front of the Friends Bookstore?

We have purchased a subscription to Title Source 3, by Baker and Taylor, a vendor for purchasing collection materials. Selectors are training to use this new selection tool. We are transferring our collection purchases from Ingram.

California Missions, a set of 21 ebooks, is now available through the Children's webpage and the library catalog. Patrons can access these ebooks remotely and in-house and do not a library card or pin number to log in.

Be sure to look at the exciting list of events coming up in October. Teen Read Week, Creepy Cuisine, Spooky Stories, Trick or Treat around the library and *A Novel Idea* (adult book discussion led by Marcia Conway) are all featured this upcoming month.

I will be on a two week vacation with my husband in New Zealand, from October 8-October 21. I will return to work on Monday, October 23.

Adult Reference – Sandy Krause and Gaetano Abbondanza

We are getting settled into our new location in the library. Patrons have been giving us a lot of positive feedback about the changes we have made. We also have a new staff member training at the Adult Reference Desk. Gail Jebbia has been spending approximately five hours each week learning from various librarians. She is doing a wonderful job and has already received a star service award for providing excellent customer service.

On September 14th reference staff was given refresher training in using NetLibrary, one of our two e-book collections. We have noticed an increase in the number of patrons becoming aware and interested in e-books and audio book downloads. Librarians are providing mini-trainings for individuals on the phone and in person explaining how to use these great resources. Our online Gale databases have also been upgraded. The overall look and functionality has been improved, and with the introduction of a new “power search” capability, three databases can be searched at once. Eventually we will have the capability of searching all seven Gale databases simultaneously.

On September 19th, Gaetano Abbondanza demonstrated the Business Decision database for the Glendora Rotarians. Business Decision is a program that enables the small business community to use some of the same advanced marketing research methods available to large corporations. It can be accessed in the library or remotely at <glendoralibrary.org> and clicking on “electronic resources.”

During the week of September 25th the library celebrated the freedom to read with “Banned Books Week” displays. These displays included colorful posters from the American Library Association, a list of the most challenged books of the year and a selection of library books, including the *Harry Potter* series and the classic novel, *To Kill a Mockingbird*.

Youth Services - Cindy Romero & Gaetano Abbondanza

The new Mother Goose story time began on September 7 and has had a wonderful response. There is a group of regulars that is forming for that story time just as there is for the others. More people come every week as word spreads of the additional time. We had a total of 588 people attend all five story times. Deb planned a wonderful new program in September, celebrating *International Speak Like a Pirate Day*. We had about 200 people come to listen to pirate stories, make crafts, play games, and eat some grub. Ten lucky kids won pirate books in a chance drawing. Thank you to Pirates Robin and Sylvia for reading, and Pirate Doug for stopping by to visit. Great job Deb!

October is a busy month for Youth Services, as always. We will have 2 sessions of Creepy Cuisine, October 19 and 26 at 3 p.m. Trick or Treat around the library will be on October 24, 25, and 26 after story time. Spooky Stories will be held at 7 p.m. on October 25 in Bidwell Forum. We would love for you all to come and help us pass out all of the goodies to the kids. We will also have In-n-Out’s annual Food For Thought program starting October 14 and running through November 25. Children

who come in and read 5 books will receive a certificate for a hamburger from In-n-Out. Children may receive up to 3 certificates during the program.

We are planning a Children’s Book discussion group featuring the *Chronicles of Narnia: The Lion, the Witch, and the Wardrobe*, by C.S. Lewis on November 16 at 3:30 p.m. This book discussion group is celebrating Children’s Book Week. All children who sign up for the discussion will receive a free copy of the book.

Teen Read Week is October 16-21. This year’s theme is *Get Active @ your library*. During that week, teens who come into the library and ask about one of our 3 student electronic resources, Student Resource Center, Live Homework Help, or World Book Online will receive a prize. When they ask about all three, they will receive a free book. The prizes will be gift certificates from In-n-Out and Cold Stone. I have included in your packets the pathfinders and bookmarks that we have made to hand out to the students when they come in. We will be hosting a Series of Unfortunate Events party on Saturday, October 21, at 2 p.m. All students who attend will receive a free book, and 13 unlucky winners will receive a copy of the final installment of the series, *The End*. We will have refreshments, a trivia game, and talk about the series.

We have begun outreach to the schools. Gaetano and I met with the principals at Goddard and Sandburg. I also attended the District PTA meeting last week to promote the new website, databases, and upcoming programs. Rebecca read a story time at Grace Preschool. I began a monthly storytime schedule at the Whitcomb Headstart Program. Gail and I had 2 groups of students from Cullen come in for tours of the library.

For the month of September, the library had 10 computer center volunteers provide a total of 76 hours of service. Computer center volunteers are high school students who volunteer once a week and aid the public in reserving a computer, printing and common computer functions such as email and office programs.

On Saturday, September 23rd, an SAT study seminar, sponsored by the Library Friends foundation, was held in Bidwell Forum. A total of 82 students learned tips and methods for better preparing for and taking the SAT.

Support Services – Carlos Baffigo

Circulation: In September, Circulation staff saw the beginning

In September, hundreds of patrons took advantage of the opportunity to replace their worn and lost library cards with new cards and key tags. As a result, circulation staff was busy replacing the old cards, updating records, and offering new e-mail notification services.

Facilities:

\$25,000 worth of new shelving was received and installed throughout the library. Support Services staff worked hard to relocate and shift large collections in a short amount of time. A special thank you

goes to Angie Andino, Daniela Overlock, and the rest of the Support Services staff for their hard work and dedication to get the job done!

The library's new computer center opened featuring new work center tables and chairs thanks to the generosity of the Friend's Foundation. Work continues with IT to implement new computer hardware in the near future.

The Friend's Book Store has relocated to the second floor. The old fixtures and desk have been removed to make room for the copiers.

Acquisitions, Cataloging, and Processing:

Work in cataloging, receiving and processing continued at a steady pace. Kudos to Suzette Farmer and Caroline Hernandez for keeping this vital part of the library's operations running smoothly and efficiently with the help of Daisy Fregoso, Elizabeth Meshriy, Michelle Pasillas, Sujata Israni, Alpha Liu, Katherine Pollock, Pam Cameron, and Abi Ellis.

Computer Systems/Web Site:

The library's new web site is open for business! Work will continue to further improve the site and develop additional pages. Congratulations on a job well done to all who contributed on this project (Web Committee members – Anne Pankow, Carolyn Thomas, Elke Cathel, Cindy Romero, Sandy Krause, Ted Taylor, Gaetano Abbondanza, Malla Ramkishun, and Suzette Farmer)!

Work continued on Polaris database clean-up. Approximately 5,000 item records remain to be modified.

Carlos will attend advanced database training in Syracuse, New York October 1st – 4th.

Development & Educational Services – Anne Pankow

The Friends Bookstore remodel and move is progressing. The main floor bookstore closed on Saturday, October 7. Foundation Staff has 2 weeks to dismantle this bookstore and organize the new bookstore. There are books everywhere. The new bookstore will open on Monday, October 23 at 9:30 am. A Grand Opening celebration and ribbon cutting is scheduled for Tuesday, November 28 at 8:30 am.

An SAT workshop was held on Saturday, September 23 for 82 teens and 2 parents. This is the first SAT workshop the library and the Foundation have offered in the fall. The library and the Foundation will also offer an SAT workshop in the spring.

There are 25 active tutor-student pairs meeting for literacy tutoring. Tutoring pairs are continuing to increase. Mary Pat Dodson, the Literacy Coordinator, had a tutor training on Saturday, September 30. She had 8 adults attend this training.

Bonnie Deering had 20 expectant mothers at the Babies, Books & Bibs on the first Thursday of the month at Foothill Presbyterian Hospital. What a wonderful way to introduce new parents to the concept of reading to their new infant.

Glendora Public Library Summary Data for September 2006

<u>Service Indicators</u>	This Year September	Last Year September	Percent Change	This Year-to-date	Last Year-to-date	Percent Change
I. E. Total Library Visitors	21,787	21,203	3%	72,614	72,156	1%
I. D. Total Items Loaned	26,619	26,034	2%	88,073	94,946	-7%
I. D.4. Electronic Circulation	121	0		333	0	
III. A. Total Requests for Information	4,189	4,291	-2%	12,683	11,989	6%
II. A. Total Items Owned	150,492	145,002	4%	-----	-----	-----
V. A. Total Web & Electronic Resources & Databases	11,233	5,187	117%	24,835	16,801	48%
V. A.2. Library Home Page Views	5,839	2,109	177%	7,198	6,600	9%
VI. A. Total Number of Programs	4	2	100%	26	23	13%
VI. E. Number of Literacy Students Active	25	17	47%	-----	-----	-----
VI. E.1. Literacy Hours Tutored	96	44	118%	227	151	50%
VI. F.1 Total Number of Volunteer Hours	597	429	39%	3,583	2,883	24%
I. G. Total General Fund Revenue	\$3,835	\$4,127	-7%	\$13,040	\$14,298	-9%

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These statistics are subject to verification.

6.

Unfinished Business

7.
New
Business



Glendora Public Library Events

October 2006

- 07 10 a.m. – 1 p.m. *Coffee 'n' Books in the Library* – main floor
14 In-N-Out *Food For Thought* Program - ongoing thru November 25
15-21 *Get Active @ Your Library* – Teen Read Week
16 7 p.m. Library Board meeting – Bidwell Forum
18 7 p.m. *A Novel Idea* Book discussion -*The Curious Incident of the Dog in the Night-Time* by Mark Haddon – main floor – led by Marcia Conway
19 3 p.m. Creepy Cuisine – for children grades 2-6 – main floor
21 10:30 a.m. Holiday Card Workshop – registration required -main floor
21 2 p.m. Lemony Snicket Party- meet the Teen Library Staff – main floor
24, 25 10:30 a.m. Trick or Treat in the Library
25 7 p.m. Spooky Stories Under the Stars – Bidwell Forum
26 10:30 a.m. & 11:30 a.m. Trick or Treat in the Library
26 3 p.m. Creepy Cuisine – for children grades 2-6 – main floor

November 2006

- 04 10 a.m. – 1 p.m. *Coffee 'n' Books in the Library* – main floor
04 2 p.m. *Sisters in Crime* – author presentations & books signings – Bidwell Forum
Authors: Joan Blacher, Margaret Dumas, Rita Lakin, Camille Minichino
10-11 Library closed – Veterans Day
13 7 p.m. Books Alive!*Slouching Towards Bethlehem: Essays* by Joan Didion
main floor
13-18 Children's Book Week
16 3:30 p.m. book discussion group *The Lion, the Witch and the Wardrobe* by C.S. Lewis-
registration required – free book for every child who registers – YA area/main floor
15 2 p.m. – 4 p.m. Jazz in the Library – main floor
20 7 p.m. Library Board meeting – Bidwell Forum
22 Library closes at 5 pm – Thanksgiving holiday
23-24 Library closed – Thanksgiving holiday

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.

Community Outreach

- Babies, Books and Bibs/Family Literacy Outreach, 1st Thursday of every month, Foothill Presbyterian Hospital
- Born To Read, 1st Thursday of every month at 12:35 p.m. at Arrow High School

Foundation Executive Board Meeting

- November 3, 2006 @ 7:00 a.m. Library – Main Floor

Foundation Quarterly Board Meeting

- October 17, 2006 @ 7:00 a.m. Library - Bidwell Forum

8.
Board
Member
Items



Glendora Public Library
Board Agenda Planning Calendar
FY 06-07

- July 17:** Elect officers; Foundation Liaisons appointed; Library Board Goals
- August 21:** Library Board Goals; MCLS-SAB representative discussion
- September 18:** SRC wraps up; Holiday Hours-Thanksgiving & Christmas;
- October 16:** Election of new VP & FF Liaison
- November 20:** Budget Priorities FY 07-08-initial discussion
(may be minimal if 2 year budget is adopted in 06/07)
- December 18:** Mid-year review of goals 06-07

- January 16:** Budget 07-08
Tuesday (Adj. for MLK)

- February 20:** Goal planning 07-08; Friends Foundation funding staff
Tuesday (Adj. for President's Day) requests for 07-08

- March 19**

- April 16**

- May 21** Closed session: Self-evaluation of the Board-begin process
& Evaluation of the Director-begin process

- June 18** Agenda planning 07-08; Closed session: Eval. Lib board; Eval-
Lib Dir

Items to consider for agenda: update internet policy (#4.13); working with FF and CC on children's room expansion plan and \$;