

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

**Library Bidwell Forum**  
**140 S. Glendora Ave**

**December 21, 2009**  
**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 November 16, 2009, Encl., page 1

**5. REPORT OF LIBRARY DIRECTOR, Encl., page 6**

*Written report attached. No action will be taken on any items brought up at this time*

**6. UNFINISHED BUSINESS- NONE**

**7. NEW BUSINESS**

7.1 Mid-Year Review of Goals for FY 09/10 and review of new Performance Measures – action item, Encl., page 18

*Weed-Brown to lead review*

**8. BOARD MEMBER ITEMS**

8.1 Library Events Calendar, Encl., page 25

*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*

8.2 Agenda Planning Calendar, Encl., page 26

*Plans for future meetings to be discussed*

8.3 Board member items

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

**9. ADJOURNMENT**

**SB 343- DOCUMENTS RELATED TO OPEN SESSION AGENDAS**

Any writing that relates to an agenda item for an open session that is distributed within 72 hours of the meeting is available for public inspection at the Glendora Public Library, 140 S. Glendora Ave, CA and the City's website:  
<http://www.ci.glendora.ca.us>.

# **4.**

# **Consent Calendar**

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Minutes  
**CITY OF GLENDORA**  
**LIBRARY BOARD OF TRUSTEES – Regular Meeting**

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

November 16, 2009  
7:00 p.m.

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

Board members Present: Mike Conway, Debbie Deal, Tricia Gomer, Bill Robinett, Helen Storland

Board Members Absent: None

Staff Present: Robin Weed-Brown, Library Director; Elke Cathel, Administrative Assistant; Anne Pankow, Assistant Library Director; Cindy Romero, Senior Librarian Youth Services

**2. PUBLIC COMMENT PERIOD**

There was no public comment.

**3. ADOPTION OF AGENDA**

There were no changes to the order of the agenda.

**4. CONSENT CALENDAR**

**4.1 It was MSC (Deal/Storland) to approve Minutes of meeting of September 28, 2009 with the following correction: every motion throughout the minutes should read “The motion carried 5-0-0 as follows: AYES: Conway, Gomer, Storland, Deal, Robinett; NOES: None; ABSENT: None.” The motion carried 5-0-0 as follows: AYES: Gomer, Conway, Storland, Deal, Robinett; NOES: None; ABSENT: None.**

**5. REPORT OF LIBRARY DIRECTOR**

**5.1 Presentation: Friends Foundation Overview**

Weed-Brown introduced Pankow, who attended the meeting to provide an overview of the Friends Foundation. Pankow provided a hand-out. She explained that the Friends Foundation provides volunteer and financial support to enhance library services, whereas the city pays for staff, building maintenance and library material. Pankow added that the Friends of the Library, which later became the Friends Foundation, also started the literacy program.

Pankow pointed out some of the many things that the Friends Foundation has funded, such as the computer center for the public and the laptops that are available for check out. The Friends Foundation also gave seed money to establish the city’s first website, which at that time was maintained by library staff.

Pankow reviewed the hand-out with the Board. She pointed out that this year's goal for the Friends Plaza Book Loft is \$40,000. In comparison, the Friends bookstore took in approximately \$15,000 a year when it was located on the main floor.

The Board thanked Pankow for the informative presentation.

## 5.2 Presentation: Summer Reading Clubs Wrap-up

Cindy Romero, Senior Librarian Youth Services, reported on the 2009 Summer Reading Clubs. Romero thanked the Friends Foundation for funding this program in its entirety.

Romero reported that 203 babies participated in this year's Baby Summer Reading Club. The six early literacy skills were promoted during the weekly storytimes. 1,862 books were read. 2 ELF parent workshops were offered with 22 parents attending. Babies age 18 to 24 months made up the largest number of participants.

The Children's Summer Reading Club had 1,368 participants, with children going into first grade making up the largest number. Participants accomplished a total of 4,384 hours read, or 13,150 blocks of 20 minutes read. 23 programs were offered with 2,972 attendees.

The Teen Summer Reading Club had 270 participants. Participants accomplished a total of 1,350 hours read, or 2,700 days read for 30 minutes. 6 programs were offered with 181 people attending. Just as last year, 6<sup>th</sup> grade students made up the largest number of teen participants.

Romero reported that 153 people registered for the Adult Summer Reading Club. 5 programs were offered with 102 people participating. 342 book reviews were turned in.

Romero stated that there were 118 Children's room volunteers and 13 computer center volunteers, who volunteered a total of 1,537 hours. Romero stated that this is the first year the Glendora Library had over 100 youth volunteers.

Storland expressed her desire to get children from Southern Glendora more involved in the Summer Reading Club, particularly children attending Stanton Elementary. She also expressed her wish that there was a means of transportation to get the children to the library, as it is very far to walk.

In response to a question from Storland, Romero stated that several criteria are used to determine which programs were deemed successful. Criteria include participation numbers, the quality of the program, comments from parents and staff, as well as the cost to present the program.

In response to a question from Storland, Romero pointed out that studies have been done that prove that participation in the summer reading club helps children retain over the summer what they have learned in school during the year.

In response to a question from Gomer, Romero replied that she heard some comments from parents about coming to the library because they had to cut back.

The Board thanked Romero for her presentation.

The Board discussed the information Weed-Brown included in her director's report regarding library visitors on Christmas Eve and New Year's Eve 2008. Weed-Brown stated that attendance was very low on both eves, with 25 people entering the library on Christmas Eve 2008 and 37 people on New Year's Eve 2008. Weed-Brown reminded the Board that the average daily attendance at Glendora Library is 1,000. She thanked the Board for approving the closure of the Library this Christmas and New Year's Eve, as this allows for more scheduling flexibility. Robinett thanked Weed-Brown for providing attendance numbers. Weed-Brown stated that attendance numbers on the Eves have been fairly consistent over the years.

Weed-Brown asked for any available Board members to attend the Glendora Historical Society meeting on Monday, November 23 at 7 p.m. in Bidwell to accept a donation of a set of DVDs of the cable show "The Al and Brad Show."

The Board reviewed the information included in the Directors' report regarding the library's end panels that were damaged during the flood in November 2008. Weed-Brown explained that Yamada was contacted right after the flood to obtain costs to replace the damaged end panels. Weed-Brown stated that the new end panels were installed November 2, 2009. Not all panels that were initially marked as damaged were replaced, as some of them looked ok after being dried out. Robinett voiced concern that Weed-Brown was not notified of the completion of the insurance settlement.

The Board reviewed and discussed the performance measures. Weed-Brown stated that this is the format requested for FY 10/11. She explained that last year the Finance Director, under the direction of the City Manager, asked every department to establish and update the department goals, which were then said to be forwarded to the City Council for review. Weed-Brown stated that a working format of the library's performance measures will be in next month's Board packet for the Board to review. In response to a question, Weed-Brown stated that the City Manager feels that this format will help the City Council in making appropriate decisions on the reallocation of funds once the city has additional funds again. Robinett voiced his concern with library staff spending too much time working on these performance measures.

In response to a question from Conway, Weed-Brown explained that the Library's Wifi signal now turns on at 7 a.m. and turns off at 10 p.m. The suggestion to limit the hours of signal broadcasting came from the city's IT department in response to security concerns with the city's network. Weed-Brown clarified that this does not impact people who access the library's website, which is still available 24/7.

Robinett asked that the disclaimer regarding the Library's website statistics be more prominently displayed on the statistics sheet. He asked that starting in November the statement be moved to the top and displayed in bold. Deal voiced her disappointment that the Library was unable to keep the same tracking method.

## 6. UNFINISHED BUSINESS

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### 6.1 Parking Survey Discussion

Gomer reminded the Board members that they received the parking survey material last month. At that time the Board agreed to bring this item back in November. Gomer suggested the possibility of establishing a sub-committee.

To provide Robinett with some history on the parking issue, Conway explained that library staff continuously receives complaints regarding parking around the Library. The Library only had anecdotal information. It was therefore suggested to obtain hard data via a survey. Two Library Board members also met with the City Manager regarding this issue.

Robinett stated that he had not had enough time to make a decision regarding the next step. He said there were some interesting comments. Gomer added that the handicapped parking issue came up frequently in the survey.

Gomer asked the Board how they wanted to proceed. Robinett asked that this be tabled until January or February. Following discussion, the Board agreed to table this item until the January Board meeting.

Weed-Brown stated that the City Manager recommended that any communication to the City Council regarding this issue be done in writing.

## 7. NEW BUSINESS

### 7.1 December Meeting Date for Library Board meeting

Following discussion, the Board decided to leave the date for the December Board meeting as is.

### 7.2 Library Policy 4.02: Library Fines and Fees Schedule

Conway pointed out that all of the Library's fines and fees go to the general fund. Weed-Brown stated that the library's goal is not to create revenue, as people have already paid for library services through their tax dollars. Patrons never have to pay if they turn in their materials on time.

The Board reviewed the monthly fines and fees. Weed-Brown stated that the minimum amount that can be charged on a credit card at the library is \$5. Other city departments have a minimum charge of \$10. Library staff has heard patrons express frustration that their accounts are blocked once the accumulated extended use fees reach \$2, and they can't use their credit card to pay them. Patrons have commented that they would pay their fees if they could use a credit card.

**It was MSC (Robinett/Conway) to leave Library Policy 4.02, Library Fines and Fees Schedule as is. The motion carried 5-0-0 as follows: AYES: Gomer, Conway, Storland, Deal, Robinett; NOES: None; ABSENT: None.**

### 7.3 Library Budget Priorities FY 2010-2011

Weed-Brown stated that the budget process could start in January. She asked the Board to let her know if there are any budget line items that they would like to see increased or decreased. Weed-Brown stated that she will let the Board know once she receives budget information for FY 2010/11.

Weed-Brown reminded the Board that patrons, when asked what the library's priority should be, chose books over hours open.

## 8. BOARD MEMBER ITEMS

### 8.1 Library Events Calendar

The Board reviewed the events calendar. Gomer encouraged the Board members to attend library events.

Gomer stated that she is looking forward to the gingerbread houses event. Weed-Brown stated that due to budget constraints the gingerbread houses will be made out of paper this year, as neither the Library nor the Foundation can afford to buy the necessary supplies as in years' past.

Weed-Brown stated that instead of the yearly Santa visit, the library will be showing the movie "Polar Express" on December 7 and December 10. This is again due to budget cuts.

### 8.2 Agenda Planning Calendar

Gomer pointed out that the mid-year review of the goals will be on the December agenda. The parking study discussion has been moved to the January 2010 Board meeting.

### 8.3 Board member items

Deal stated that she had a wonderful time at the *Battle of the Books* event. She enjoys working on the ELF outreach program. *Spooky Stories* was nice and enjoyable.

Storland handed Weed-Brown the book *The Erie Canal* to be added to the collection. Storland purchased this book on her recent trip to Pittsburgh. She stated that the Pittsburgh Library system is also dealing with budget cuts. Storland showed the Board a recent article which described a Pittsburgh library system closing.

Gomer welcomed back Weed-Brown and Cathel. She thanked Farmer for taking minutes while Cathel was out. Gomer circulated a note to share from Weed-Brown's mother-in-law.

There being no further business, the meeting adjourned at 9:40 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

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library@glendoralibrary.org

Glendora, CA 91741

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## MEMO

To: Board of Library Trustees

From: Library Director

*RBN*

CC: City Manager

Date: December 21, 2009

Re: Director's Report

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On November 23, 2009, Tricia Gomer and Janet Stone joined me at the Glendora Historical Society meeting to accept a donation: a DVD set of the "Al and Brad Show". As noted in last month's report, this was a cable TV show that interviewed local Glendorans and captured the feel of Glendora at that time. One of the shows was played at the meeting and it was very entertaining.

'Tis the season for water issues at the library. There was a leak at the northeast corner of the library in November. Public Works staff sealed the concrete and it seems to have solved that issue (you will see a white area at the bottom of the stairs over by city hall-that is the area that was sealed). Then with the rain starting on Monday, Dec. 7, leaks popped up over on the west side of the building by the window columns over the orange carpet. This area has a long tradition of leaking despite the new plaza. Staff places trash cans under the dripping ceiling until PW can trace down the problem. A leak developed in the circulation office on Dec. 12 that we believe was coming from the second floor, possibly the doorway. Leaks and drips are not always, in this building any way, near where the water is coming in from the roof and that makes it a challenge to trace from a repair perspective. We have been lucky so far in that the leaks/drips have not been directly over shelves, furniture or computers.

December 8<sup>th</sup> I served holiday lunch to our seniors at the La Fetra Senior Center. This is an annual event put on by my Rotary club. Dec 10<sup>th</sup> I met with Glendora High School students regarding the ethics essay contest put on by our local Rotary District. This is one of several opportunities for students to earn scholarship money. I always enjoy getting out into the community and connecting with Glendorans in a different venue.

The news of long time library supporter Annette Whistler's move to Washington was a sad occasion for Glendora. Annette and her husband Wayne were instrumental in so many library areas: the literacy program, foundation, Trivia Challenge, bookstore and more. The Whistler legacy will be strong here in the library and in the community. I hope you can join us on Jan. 7, between 5:30-7:30 in Bidwell Forum, to wish Annette well on her new life adventure in Washington.

**Next Meeting: January 25, 2010; 7 pm - Bidwell Forum Note: this is the 4<sup>th</sup> Monday of the month due to the Martin Luther King, Jr. Holiday on the 3<sup>rd</sup> Monday**

# FY 09/10 Monthly Budget Report - December 4, 2009

Account #	Account Title	Budget	Period Expense	YTD Expense	Encumbrance	Balance	% Remaining
<b>Administration</b>							
17076	41110 REGULAR TIME	247,808.66	0.00	94,736.61	0.00	153,072.05	61.77%
17076	41120 OVERTIME	0.00	0.00	0.00	0.00	0.00	
17076	41210 PART TIME	44,728.84	0.00	15,739.63	0.00	28,989.21	64.81%
17076	41360 VEHICLE ALLOWANCE	3,600.00	0.00	1,350.00	0.00	2,250.00	62.50%
17076	42110 RETIREMENT	29,949.77	0.00	11,689.52	0.00	18,260.25	60.97%
17076	42290 FLEX BENEFIT	35,133.33	0.00	12,905.43	0.00	22,227.90	63.27%
17076	42310 EMPLOYER PAID BENEFITS	6,498.60	0.00	2,520.83	0.00	3,977.77	61.21%
17076	42520 WORKERS COMP	551.55	0.00	209.80	0.00	341.75	61.96%
17076	51110 OFFICE SUPPLIES	3,700.00	0.00	534.51	0.00	3,165.49	85.55%
17076	51400 BUILDING MATERIAL & SUPPL	12,000.00	0.00	1,404.35	0.00	10,595.65	88.30%
17076	51550 PHOTOGRAPHIC SUPPLIES	0.00	0.00	0.00	0.00	0.00	
17076	51560 OPERATING LEASES	20,000.00	0.00	4,552.39	15,852.02	-404.41	-2.02%
17076	55320 PRINTING / REPRODUCTION	1,250.00	0.00	0.00	0.00	1,250.00	100.00%
17076	55340 POSTAGE	4,000.00	295.00	1,747.42	0.00	2,252.58	56.31%
17076	55400 DUES & MEMBERSHIPS	1,825.00	0.00	610.00	0.00	1,215.00	66.58%
17076	55510 MEETING EXPENSES	300.00	0.00	22.85	0.00	277.15	92.38%
17076	55550 TRAVEL EXPENSES	1,000.00	0.00	9.00	0.00	991.00	99.10%
17076	55600 TRAINING & EDUCATION	1,400.00	0.00	267.00	0.00	1,133.00	80.93%
17076	56100 BUILDING REPAIR & MAINT	0.00	0.00	0.00	0.00	0.00	moved to PW
17076	56200 EQUIPMENT REPAIR & MAINT	0.00	0.00	0.00	0.00	0.00	moved to PW
17076	56200.01 EQUIP REP GAYLORD POLARIS	17,000.00	0.00	15,062.06	1,937.94	0.00	0.00%
17076	57050 PHONE	420.00	0.00	146.52	0.00	273.48	65.11%
	Phone line for credit card machine						
17076	57100 ELECTRIC	62,000.00	0.00	24,036.45	0.00	37,963.55	61.23%
17076	57150 GAS	3,500.00	0.00	1,133.62	0.00	2,366.38	67.61%
17076	57160 WATER	0.00	0.00	0.00	0.00	0.00	
17076	59100 CONTRACT SERVICES	12,400.00	0.00	2,814.00	0.00	9,586.00	77.31%
17076	59801 INFO TECH CHARGES	169,197.00	0.00	70,498.75	0.00	98,698.25	58.33%
17076	59802 INFO TECH LEASES	14,816.00	0.00	6,173.35	0.00	8,642.65	58.33%
17076	59803 COMMUNICATION CHARGES	0.00	0.00	0.00	0.00	0.00	
17076	59804 COMMUNICATION LEASES	0.00	0.00	0.00	0.00	0.00	
17076	59807 LIABILITY INS. CHARGES	24,965.00	0.00	10,402.10	0.00	14,562.90	58.33%
17076	59808 PROPERTY INS. CHARGES	53,635.00	0.00	22,347.90	0.00	31,287.10	58.33%
17076	59809 UNEMPLOYMENT INSURANCE	1,398.00	0.00	582.50	0.00	815.50	58.33%
	<b>Total 7076</b>	<b>773,076.75</b>		<b>301,496.59</b>	<b>17,789.96</b>	<b>453,790.20</b>	<b>58.70%</b>

# FY 09/10 Monthly Budget Report - December 4, 2009

Account #	Account Title	Budget	Period Expense	YTD Expense	Encumbrance	Balance	% Remaining
<b>Circ/Technical Services</b>							
17077	41110 REGULAR TIME	187,368.48	0.00	77,589.82	0.00	109,778.66	58.59%
17077	41120 OVERTIME	0.00	0.00	0.00	0.00	0.00	
17077	41210 PART TIME	158,486.12	0.00	55,318.57	0.00	103,167.55	65.10%
17077	41330 SPECIAL PAYS	0.00	0.00	0.00	0.00	0.00	
17077	42110 RETIREMENT	29,995.71	0.00	11,556.82	0.00	18,438.89	61.47%
17077	42290 FLEX BENEFIT	42,347.33	0.00	15,880.23	0.00	26,467.10	62.50%
17077	42310 EMPLOYER PAID BENEFITS	7,992.64	0.00	2,804.17	0.00	5,188.47	64.92%
17077	42520 WORKERS COMP	652.07	0.00	251.52	0.00	400.55	61.43%
17077	51200 DIVISION SUPPLIES	15,300.00	0.00	3,810.06	0.00	11,489.94	75.10%
17077	55330 MICROFILMING	0.00	0.00	0.00	0.00	0.00	
	<b>Total 7077</b>	<b>442,142.35</b>		<b>167,211.19</b>	<b>0.00</b>	<b>274,931.16</b>	<b>62.18%</b>
<b>Youth Services</b>							
17078	41110 REGULAR TIME	123,898.00	0.00	48,745.85	0.00	75,152.15	60.66%
17078	41210 PART TIME	53,170.66	0.00	15,699.14	0.00	37,471.52	70.47%
17078	42110 RETIREMENT	20,004.43	0.00	7,428.35	0.00	12,576.08	62.87%
17078	42290 FLEX BENEFIT	22,016.76	0.00	8,256.33	0.00	13,760.43	62.50%
17078	42310 EMPLOYER PAID BENEFITS	4,288.53	0.00	1,500.98	0.00	2,787.55	65.00%
17078	42520 WORKERS COMP	335.37	0.00	122.54	0.00	212.83	63.46%
17078	51200 DIVISION SUPPLIES	2,500.00	0.00	67.08	0.00	2,432.92	97.32%
17078	51300 BOOKS/RECORDS/TAPES	42,895.00	624.19	20,916.98	0.00	21,978.02	51.24%
	<b>Total 7078</b>	<b>269,108.75</b>		<b>102,737.25</b>	<b>0.00</b>	<b>166,371.50</b>	<b>61.82%</b>
<b>Adult Services</b>							
17079	41110 REGULAR TIME	236,765.81	0.00	91,335.43	0.00	145,430.38	61.42%
17079	41210 PART TIME	10,659.07	0.00	3,177.22	0.00	7,481.85	70.19%
17079	42110 RETIREMENT	31,226.64	0.00	12,089.40	0.00	19,137.24	61.28%
17079	42290 FLEX BENEFIT	42,176.76	0.00	15,816.33	0.00	26,360.43	62.50%
17079	42310 EMPLOYER PAID BENEFITS	7,117.13	0.00	2,556.71	0.00	4,560.42	64.08%
17079	42520 WORKERS COMP	469.19	0.00	178.83	0.00	290.36	61.89%
17079	51200 DIVISION SUPPLIES	500.00	0.00	26.30	0.00	473.70	94.74%
17079	51300 BOOKS/RECORDS/TAPES	158,015.00	3,295.23	64,501.39	0.00	93,513.61	59.18%
17079	55325 BINDING	1,000.00	7.63	22.89	0.00	977.11	97.71%
	<b>Total 7079</b>	<b>487,929.60</b>		<b>189,704.50</b>	<b>0.00</b>	<b>298,225.10</b>	<b>61.12%</b>

AD

# FY 09/10 Monthly Budget Report - December 4, 2009

Account #	Account Title	Budget	Period Expense	YTD Expense	Encumbrance	Balance	% Remaining
<b>Total 7076/7077/7078/7079</b>		<b>1,972,257.45</b>		<b>761,149.53</b>	<b>17,789.96</b>	<b>1,193,317.96</b>	<b>60.51%</b>
<b>Grants/CDBG/Capital Projects</b>							
2039999	73100 CURB & SIDEWALK REPL	30,000.00	0.00	0.00	0.00	30,000.00	
2049999	73010 STREET PAVING PROGRAM	0.00	0.00	0.00	0.00	0.00	
2049999	73225 GLADSTONE/WILLOW SIGNAL	0.00	0.00	0.00	0.00	0.00	
2049999	73228 SIERRA MADRE IMPROVEMENTS	0.00	0.00	0.00	0.00	0.00	
2049999	73230 TRAFFIC SIGNAL CONSTRUCT	0.00	0.00	0.00	0.00	0.00	
2049999	73231 GRINDER OVERLAY PROJ	430,000.00	0.00	0.00	0.00	430,000.00	
2069999	72510 PARK PLAY EQUIPMENT	30,540.35	0.00	30,540.35	0.00	0.00	
2069999	75012 GAZEBO REPLACEMENTS	0.00	0.00	0.00	0.00	0.00	
2069999	75016 BARK PARK FACILITY DESIGN	0.00	0.00	0.00	0.00	0.00	
2077076	41110 REGULAR TIME	0.00	0.00	0.00	0.00	0.00	
2077076	41120 OVERTIME	0.00	0.00	0.00	0.00	0.00	
2077076	41210 PART TIME	0.00	0.00	0.00	0.00	0.00	
2077076	42110 RETIREMENT	0.00	0.00	0.00	0.00	0.00	
2077076	42290 FLEX BENEFIT	0.00	0.00	0.00	0.00	0.00	
2077076	42310 EMPLOYER PAID BENEFITS	0.00	0.00	0.00	0.00	0.00	
2077076	42510 ALTCOM	0.00	0.00	0.00	0.00	0.00	
2077076	42520 WORKERS COMP	0.00	0.00	0.00	0.00	0.00	
2077076	51110 OFFICE SUPPLIES	0.00	0.00	0.00	0.00	0.00	
2077076	55700 EDUCATION REIMBURSEMENT	0.00	0.00	0.00	0.00	0.00	
2077079	51200 DIVISION SUPPLIES	0.00	0.00	0.00	0.00	0.00	
2077079	51200.57 LSTA-ELF DIV. SUPPLIES	0.00	0.00	0.00	0.00	0.00	
2077079	51300 BOOKS/RECORDS/TAPES	0.00	0.00	0.00	0.00	0.00	
2077079	51300.57 LSTAELF BOOKS/RECORDS/TA	0.00	0.00	1,282.93	0.00	-1,282.93	
2079999	71412 LIBRARY CARPET REPLACEMENT	0.00	0.00	0.00	0.00	0.00	
2119999	73024 GLADSTONE-VALLEY/SUNFLOWE	300.00	0.00	0.00	300.00	0.00	
2119999	73025 FOOTHILL BL GRINDER OVRLY	575,370.00	0.00	0.00	870.00	574,500.00	
2119999	73231 GRINDER OVERLAY PROJ	0.00	0.00	0.00	0.00	0.00	
2119999	73232 LORAINNE AVE STR IMPR	563,000.00	0.00	0.00	0.00	563,000.00	
2127076	41110 REGULAR TIME	0.00	0.00	121.41	0.00	-121.41	
2127076	41210 PART TIME	6,222.17	0.00	2,726.67	0.00	3,495.50	
2127076	42110 RETIREMENT	233.33	0.00	106.81	0.00	126.52	
2127076	42310 EMPLOYER PAID BENEFITS	90.22	0.00	41.30	0.00	48.92	
2127076	42520 WORKERS COMP	11.82	0.00	5.40	0.00	6.42	

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S. G. Examiner

12/10-16, 2009

# The Story Lady Of Glendora

By Jayam Rutnam

Yesterday, I bumped into a lady whom I had seen on television about 25 years ago. It was on Channel 3, The Glendora Channel that I had seen Bonnie Deering, affectionately known as Miss Bonnie to thousands of little kids who live in Glendora. Miss Bonnie is a regular story teller to kids between 3 and 5 at the Glendora Public Library. She has between 15 and 30 children, who are brought in usually, by their mothers, for a memorable experience of listening to Miss Bonnie read them stories. Today it was mainly about Christmas, the reindeer, jingle bells and such. She also very plainly spoke about how one should cover their mouths when sneezing. A show and tell session was very popular among the kids and they also got a chance of singing their favorite song. What one would normally consider to be thirty minutes of fun, was also a teaching session. The love of books starts with listening to stories.

Bonnie does not look a year older than she looked 25 years ago, when my six year old daughter pointed her out to me on the Glendora Channel. She is still full of expression when she reads the stories, keeping the attention of the children focused on what she is saying. I was not only impressed by her demeanor, but also by the impression she makes on the little children. Miss Bonnie can be visited by everybody on Wednesday mornings at 10.30 a.m. at the Glendora Public Library. The



Miss Bonnie reads a story to Glendora's children

library also has many other reading programs which are conducted by librarians Susan Nock and Gail Jebbia. The library also has many programs for older children.

Getting on to the Library itself, I admit that I had not visited the library for many years. Next to the Glendora Police Station, the Glendora Public Library is centrally and conveniently located in the heart of Glendora, on Glendora Avenue. As you enter the library, you feel welcomed by the staff. It is not only extremely well organized, the semi bright colors and airy feeling you get because of the windows all around, makes the place extremely comfortable. The library is also equipped with many computers, which could be used on a first come first served basis. I met with the very accommodating Library Director, Robin Weed- Brown, who was more than helpful and took me on a tour of the library, the

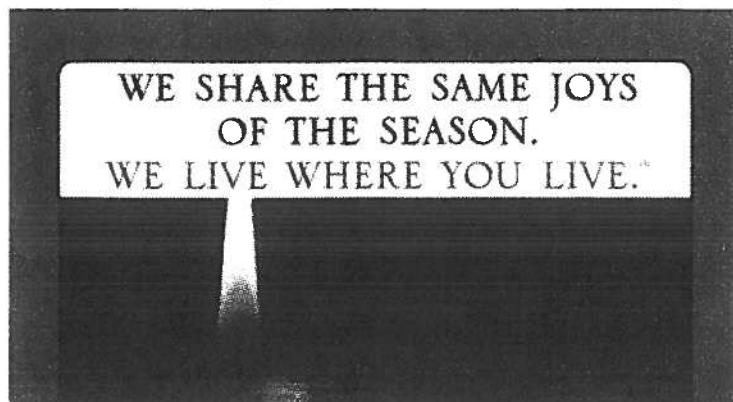
new addition, the Friends Room and her office. Although very quiet, the library was well attended. I left with the feeling that I would like to come back and spend some time at Glendora's very own, Public Library.

The Glendora Library was founded in 1887 and incorporated in 1911. It is not only a showpiece of our community, it is an institution that should be used by all. One should visit our Library with your kids, believe me, it will be a memorable outing. You will feel good when your little child says, "Mom, could we go to the library again?"

The Glendora Public Library is open six days a week. They have an average of 1000 people visiting every day. This is one institution that remains free of any charge. It is paid for with our taxes. It belongs to us! Let's be proud of our library!

It was the famous Astronomer, Scientist and Writer Carl Sagan, who said.....

"The health of our civilization, the depth of our awareness about the underpinnings of our culture and our concern for the future can all be tested by how well we support our libraries."



## Make A Hol

# Division Monthly Reports



To: Robin Weed-Brown

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

Date: November 2009

**Public Services** - Cindy Romero, Janet Stone

## **Children's**

Date	Program/Event	# of participants
Oct.-Nov. 2009	In 'n Out Food For Thought	424
Nov. 2009	Read Early Read Aloud	30
11/3/2009	TAB	17
11/3/2009	Community Preschool	35
11/3/2009	GUSD Lib. Tech Mtg.	10
11/3/2009	Willow Family Literacy Night	7
11/4/2009	Community Preschool	36
11/5/09	Whitcomb Headstart	38
11/5/2009	District PTA	25
11/9/2009	Book Time with Ronald McDonald	45
11/17/09	Rotary Presentation	40
11/19/2009	Books 'n Brownies "Into the Wild" by Erin Hunter	6
	<b>TOTAL number of participants</b>	<b>713</b>

Early literacy continues to be a high priority in the children's room. Not only do we promote and model early literacy skills through our weekly storytimes here at the library, but Youth Services staff provides 7 monthly storytimes to various preschool classes in the city. Cindy and Gail each visit 2 classes at the Community Services run preschool at Finkbiner Park monthly while Susan visits 2 classes at the Whitcomb Headstart program. In addition, Cindy and Chris Cravens from the Development Office visit a Teen Parent program at the Sunflower campus and provide storytime to the parents and their young children. Each of the teen participants receives a book from the Friends Foundation to begin building their child's library. The November/December edition of our ELF newsletter hit the stands this month providing tips on *Phonological Awareness*, one of the 6 early literacy skills, as well as information on nutrition and a variety of activities, songs and fingerplays.

In honor of November being National Childhood Literacy month, the Glendora Public Library partnered with First 5 LA in providing the *Read Early, Read Aloud* program. First 5 LA provided the library with canvas bags, wrist bands, and a variety of print materials for the

families with children under 5. Children under 5 who registered for a library card during the month of November received a free canvas bag. It was a great incentive to register some of our youngest readers for their first library cards. After all, it's never too early to start reading and using your very own library card! Also, in honor of National Childhood Literacy Month, Youth Services combined forces with Mary Pat Dodson and the Glendora Reads! Adult Literacy Program to bring Book Time with Ronald McDonald to the library. The visit was sponsored by Southern California Library Literacy Network. Ronald McDonald used children from the audience to tell stories and show how much fun reading can be.

Not to leave the older children out this month, the In 'n Out *Food for Thought* program ran through the month of November. Children under 12 who read 5 books received a certificate for a hamburger or cheeseburger from In 'n Out. The Read Aloud crowd is beginning to find a home as students come to listen to a variety of books being read aloud by staff.

Teens participated in an interesting discussion of Erin Hunter's *Into the Wild*, the first book in the *Warriors* series. Led by two TAB members, the discussion took some interesting turns as the participants tried to unravel some of the mysteries in the book.

Cindy was able to sit down with the Library Technicians at GUSD for one of their bi-monthly meetings to discover how the library can work with them for the good of all of the students. She also visited the District PTA meeting to promote the upcoming events. Willow School invited the library to their monthly Family Literacy Night, Cindy promoted Brainfuse and also told a couple of stories. Willow school will be having a Family night here at the library in December.

Cindy was on vacation for a week just after Thanksgiving, just before all of the holiday programs start up again here at the library.

**Adult**

Date	Program/Event	# of participants
11/9/2009	Presentation at Coordinating Council	47
11/9/2009	Books Alive Afternoon -- <i>Freakonomics</i>	4
11/9/2009	Books Alive Evening -- <i>Freakonomics</i>	8
11/13/2009	Preventing & Detecting Diabetes by CVHP	7
11/17/2009	Presentation at Rotary	40
11/17/2009	Panelist at LIB 101 Library Services for Paraprofessionals (Pasadena City College)	28
TOTAL number of participants		134

Outside audiences heard a lot about Glendora Public Library this month, as Cindy and Janet showcased Youth and Adult Services for Coordinating Council, then joined Robin Weed-Brown for a longer library-wide presentation at Rotary. In between, Janet was left to her own Glendora devices as part of a library technician class panel, speaking side by side with Arcadia, Glendale, and San Marino Public librarians.

Janet, Cindy, Caroline, and Carlos Baffigo continued laying plans for a midyear reconciliation of Library and City accounting systems. Selectors will have the month of

December to catch up with weeding and other collection analyses as Support Services brings in, receives, and accounts for as much outstanding material as possible. Ordering begins again in January, when we've brought all the numbers together.

Summarizing business data and searching for businesses by neighborhood were among the features demonstrated by our ReferenceUSA representative, who did an onsite session on this valuable business directory and statistical tool. Immediately afterward, Suzette sat in on a webinar on Resource Description and Access (RDA), a new cataloging standard. As Suzette explains, 'One of the many goals of RDA is to make "works" more accessible for the user' (meaning items that share the same creative lineage, like all things that have derived in some way from Shakespeare's *Hamlet*). '[It] will be interesting to see how the new cataloging rules will change the way we use the catalog and whether the new descriptive rules truly do achieve their goals.'

Suzette also contributed her expertise to the interview panel for Support Services' Library Aide II recruitment.

The Foothill Library Consortium took Janet over to Azusa Pacific University for its quarterly meeting, where Dr. Paul Gray and Evelyn Shimazu Yee presented their thoughts on a possible American Library Association-supported Library Support Staff Certification (LSSC) program.

Our partnership with Citrus Valley Health Partners continued with the second of four health-related programs. "Cognitive Maintenance: Use it or lose it" brought in nine attendees. As coordinator Gaetano described it, "The speaker was entertaining and knowledgeable, and there was good interaction between her and the crowd." The sample games and puzzles may inspire some kind of tie-in with our recurring Family Game Days.

It's the time of year when the Novel Idea book group brings in favorite reads rather than focusing on a single common title; five enthusiasts joined Sandy and community partner Marcia Conway for this low-stress holiday-season ritual.

Support Services and Adult Services staff members became classmates when Rebecca and Janet joined Lisa Moskowitz for a demo by periodicals vendor EBSCO. The topic: EBSCONET, a web-based system for managing our numerous magazine and newspaper subscriptions.

**Support Services** – Carlos Baffigo

The cold and flu season reared its ugly head this month as many staff members came down with symptoms. Additional staff help had to be called in on several occasions to cover public service desk shifts for those out ill.

The Library Aide II recruitment application period ended on November 20<sup>th</sup>. The applications will be evaluated and interviews conducted in early December. We hope to have the position filled by December 21<sup>st</sup>.



Library Technician Caroline Hernandez will be off from November 30<sup>th</sup> until December 12<sup>th</sup> to assist with her husband's post-surgery recovery. We hope all goes well.

**Facilities:**

Repairs to stop a roof leak coming from the northeast corner of the Plaza were completed by Public Works. A plan to address other leak issues is in progress.

A couple of nearly simultaneous problems with the fire alarm system caused some anxious moments this month. On November 19<sup>th</sup>, a faulty smoke detector prompted a fire control panel trouble signal. While replacement parts were on order for the malfunctioning smoke detector, a vandalized fire alarm pull-station in the lower lobby caused the activation of the general fire alarm on November 20<sup>th</sup>. A police report was filed for the vandalism incident. Both issues were resolved.

**Development & Educational Services – Anne Pankow**

Events and Outreach for November are listed below.

Date	Program/Event	# of participants
11/07/09	Saturday Book sale on main floor	50
11/21/09	Author visit	60
11/3-11/24/09	Quilting Class with Sandy Janicki	38
	TOTAL number of participants	148

Date	Community Outreach	# of participants
11/05/09	Outreach to Expectant Parents with Miss Bonnie at FPH	22
11/05/09	Outreach to Teen Parent with Cindy & Chris at Arrow High School	17
	TOTAL number of participants	39

Anne started her vacation the end of November. She will be back to work December 21.

Glendora Public Library Summary Data for November 2009  
 \*starting May 2009 statistics are tracked differently due to new website

<u>Service Indicators</u>	This Year November	Last Year November	Percent Change	This Year-to-date	Last Year-to-date	Percent Change
I. E. Total Library Visitors	17,755	18,345	-3%	121,777	121,924	0%
I. D. Total Items Loaned	34,939	30,621	14%	189,935	177,439	7%
I. D.4. Electronic Circulation	235	161	46%	1,081	865	25%
III. A. Total Requests for Information/Adult Services	2,110	1,855	14%	12,336	12,370	0%
II. A. Total Items Owned	148,983	147,345	1%	-----	-----	-----
V. A. Total Web & Electronic Resources & Databases *	15,873	37,978	-58%	73,855	181,316	-59%
V. A.2. Library Home Page Views *	9,422	32,035	-71%	50,326	154,811	-67%
VI. A. Total Number of Programs	11	12	-8%	59	68	-13%
VI. E. Number of Literacy Students Active	36	35	3%	-----	-----	-----
VI. E.1. Literacy Hours Tutored	148	102	46%	743	624	19%
VI. F.1 Total Number of Volunteer Hours	579	430	35%	5,687	4,992	14%
I. G. Total General Fund Revenue	\$4,432	\$3,867	15%	\$26,046	26,718	-3%

These statistics are subject to verification.

**November-December 2009 Events**



**Merit Coupon Certificate  
Recipient Mary Pat  
Dodson  
November 2009**

**Merit Coupon Certificate Recipient  
Christine Cravens  
November 2009**



**Merit Coupon Certificate  
Recipient Daisy Fregoso  
November 2009**



**Merit Coupon Certificate  
Recipient Sandy Krause  
November 2009**



Continued...



Ronald McDonald visit  
November 2009



Health Series—Cognitive  
Maintenance: Use It or  
Lose it  
December 2009

# **6.**

# **Unfinished Business**

# **7.**

# **New**

# **Business**

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Glendora Public Library  
 (626) 852-4891

140 S. Glendora Ave.  
 library@glendoralibrary.org

Glendora, CA 91741

# MEMO

To: Board of Library Trustees  
 From: Robin Weed-Brown, Library Director   
 Date: December 21, 2009  
 Re: Agenda Item #7.1: Mid-year Review of Goals and New Performance Measures

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Attached are two documents:

Document 1: Every December the Library Board reviews the progress made on the annual goals of the library. Attached is the library goals document updated through the second quarter.

Document 2: The library has been asked to establish new performance measures for this fiscal by the City Manager. In a previous meeting I supplied you with a document that listed: measures the library already collects for state and national data gathering, performance measures as listed in the current budget document, and additional performance measures under consideration.

The second document reflects the new performance measures proposed by the library management team. It is lengthy, however many of the measures are already being collected so impact on staff is not overwhelming. There are some performance measures that are completely new, others that have been performed periodically in the past and will now be annual.

Before submitting these to the City Manager, I would like the board to formally approve these measures or a modified version if the board has additional direction to give.

# Glendora Public Library FY 09-10 Goals and Objectives

## Administration: 2009-2010 Goals and Objectives

1. Continue to look for ways to meet the demands and expectations of the community for public library service under the increasing financial constraints of a reduced budget and a limited staff roster: look for ways to redeploy volunteers to support library programs and services; mentor library managers in the how-to's of implementing a reduced budget while maintaining a positive customer service environment. Plan one half day workshop and discuss on-going issues at management team meetings  
**1s Quarter:** Managers work with staff at regularly scheduled meetings on customer service and budget issues. Managers meet with Library Director at weekly meeting to review and evaluate issues within the library.  
**2<sup>nd</sup> Quarter:** Library volunteer hours are up 14% over the same time period last year (year-to-date). Managers have worked on new Performance Measures document.
2. Orient new Library Board Trustee(s).  
**1st. Quarter:** Completed. New Trustee William Robinette's orientation was completed prior to the July 2009 Library Board meeting.
3. Orient new Friends Foundation Board member(s).  
**1<sup>st</sup> Quarter:** Completed. New Friends Foundation board member Linda Gamborg's orientation was completed on July 10, 2009.
4. Work with the various support groups, interested individuals and look for additional grant opportunities to raise \$140,000 to help supplement the program and service needs of the library.  
**1<sup>st</sup> Quarter:** Night on the Plaza was held July 18, 2009.  
**2<sup>nd</sup> Quarter:** Mini-fundraiser, Michael Ryan and Friends concert, was held on Oct. 24, 2009.

## Support Services: 2009-2010 Goals and Objectives

1. Track Friends Room usage to determine meeting room policy and procedure adjustments for future use. Ongoing through June 2010.  
**1<sup>st</sup> Quarter:** Implemented tracking procedures.  
**2<sup>nd</sup> Quarter:** Monitoring continues.
2. In collaboration with Youth Services and Adult Services, explore new and innovative ways to catalog library material for easier searching and browsing of collections. Identify program feasibility and program cost by June 2010.  
**1<sup>st</sup> Quarter:** 15% Completed: Staff attended seminar to identify industry trends and future cataloging standard changes.  
**2<sup>nd</sup> Quarter:** Pending additional information gathering.



3. Begin identifying improved signage enhancements for a more user-friendly customer experience. Ongoing through 2010.  
**1<sup>st</sup> Quarter:** Signage needs identified. Main floor and lobby directional signage installed.  
**2<sup>nd</sup> Quarter:** Additional lobby signage installed.
  
4. Explore new revenue generating sources or cost cutting options to minimize the impact of budget reductions. Ongoing through 2010.  
**1<sup>st</sup> Quarter:** Adjusted part-time staff schedules in response to personnel budget cuts to effectively cover public service points. Implemented a volunteer program to help with material maintenance.  
**2<sup>nd</sup> Quarter:** Offered listening devices, such as headphones, for patrons to purchase.

### **Youth Services: 2009-2010 Goals and Objectives**

1. Compare the Youth Fiction collections to established library collection development aids, such as *Children's Catalog and Best Books for Children* to identify areas and titles in need of replacement, updating or enhancement. Create a three year plan for completing fiction collection updates while maintaining selection on current popular titles, by June 2010.  
**1<sup>st</sup> quarter:** 10% completed. Identified popular enduring series titles for possible replacement.  
**2<sup>nd</sup> quarter:** 25% completed. Utilized monies from a community donation to replace a previously identified series.
  
2. Investigate new and innovative approaches for youth programming with an emphasis on low-cost programs. Evaluate ongoing youth programming in light of budget reductions to re-focus efforts on programs with the most return on investment of staff and budget.  
**1<sup>st</sup> quarter:** Identified and purchased a movie umbrella license to allow for greater flexibility in providing cost-effective programs based on books.  
**2<sup>nd</sup> quarter:** Utilized the umbrella license to provide 2 showings of *The Polar Express*, enjoyed with milk and cookies. The popular gingerbread house creation program was conducted as a week-long program in the children's room to allow for greater participation. For cost effectiveness, houses were made with paper rather than graham crackers, icing and candy. Over 200 children participated in the program.
  
3. Monitor and evaluate the Early Learning with Families (ELF) program during the first year without grant funding. ELF provides a monthly outreach storytime and book/educational materials loan program for 10 in-home daycare providers. Make recommendations for continuation of program further than 2009/10 by May 2010.  
**1<sup>st</sup> quarter:** Attended 4 Children's Literature class sections at Azusa Pacific University to provide training for ELF program volunteers. Volunteer storytellers provided 1 round of visits to 8 in-home daycare providers.  
**2<sup>nd</sup> quarter:** APU volunteers provided 2 additional rounds of storytime visits to 8 in-home daycare providers. Training times have been scheduled for the Spring semester.

## Adult Services: 2009-2010 Goals and Objectives

1. Optimize configuration of “Library 2.0” features to leverage existing investments made to improve patron options for searching the collection and staff tools for the evaluation of materials. Ongoing through June 2010.  
**1st Quarter:** 25% completed. With Support Services, successfully reintegrated three readers’ advisory (“what do I read next?”) tools with the newly upgraded computer catalog.  
**2<sup>nd</sup> Quarter:** 40% completed. Initial investigations made regarding a reviews feature in the catalog that would allow users to share their assessments.
2. Maximize investment in electronic services by investigating new ways of compiling and assessing usage statistics for subscription databases, newly redesigned web pages, and other online resources; review structure and modify holdings as data and feedback are received. Ongoing through June 2010.  
**1st Quarter:** 40% completed. Incorporated into monthly reporting process the statistics for our new downloadable audiobook service. With Administration, established a market value for accessing subscription databases, creating the ability to establish their return on investment. Based on feedback from FY09 annual survey, retained access to online health information while swapping out general periodicals access to a less expensive vendor. Experimented behind the scenes with methods of linking directly to “hot topic” paid-database search results, for possibility of marketing on Library home page.  
**2nd Quarter:** 60% complete. Identified vendor-produced video content (such as tutorials); simplified access to this video content on existing databases page; began assessment of direct marketability of this video content as website feature. Statistical service for readers’ advisory source identified.
3. Serve an additional sector of the community by introducing iPod-compatible downloadable books to the public; assess vendor options and adjust agreements as needed by June 2010.  
**1st Quarter:** 75% completed. MyiLibrary service launched in July.  
**2<sup>nd</sup> Quarter:** Pending. Statistics being compiled for year-end assessment.
4. With Support Services, outline re-entry plan to return to the exploration of more user-friendly access and a more browse-able collection through improved signage and other visual and spatial enhancements. Guidelines for needed staffing and funding levels to be drafted by January 2010.  
**1st Quarter:** 25% completed. Possible shelf signage prototype identified in September.  
**2<sup>nd</sup> Quarter:** 50% completed. Signage materials received. Subject breakdown created for pilot shelving section (cookery).
5. To minimize economic impact on program offerings, with Development and other Library sections explore new City/community partnership opportunities. Possible topics include water-wise gardening with Planning and Development and a local nursery; “one city, one book” with local booksellers; and health-related workshops with a local hospital. Programs to be scheduled by March 2010.  
**1st Quarter:** 25% completed. Topics confirmed for four health-related programs presented by Citrus Valley Health Partners (CVHP); two programs scheduled for fall 2009.

**2<sup>nd</sup> Quarter:** 50% completed. CVHP programs on diabetes and cognitive maintenance given. Scheduled Dead Sea Scrolls program to be presented by Azusa Pacific University in spring 2010.

6. Library History Project: with funding from the Friends Foundation, continue organizing and preserving items of historical value of the Glendora Public Library in formats that make them easily available to the public, Library staff and City staff. Second collection of items to be processed accordingly by June 2010.

**1<sup>st</sup> Quarter:** 25% completed. Proposal under way for digital picture file structure, accommodating both Development's and other Library offices' needs. Identified volunteer staffing for retroactive scanning of Library Board packets; began drafting appropriate procedures.

**2<sup>nd</sup> Quarter:** Pending. Continued with routine scanning and filing of current Library Board packets and digital pictures. Other developments suspended while Administrative Assistant on leave.

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CITY OF GLENDORA  
Library Department

Performance Measures	Type of Indicator	Actual FY 2009	Projected FY 2010	Proposed FY 2011
<b>Administration and Development</b>				
<b>Glendora Reads! Adult Literacy Program</b>				
Number of learners served	Effectiveness	43	45	45
Number of hours tutored	Workload	1,589	1,500	1,500
Percent of Adult Literacy Learners achieving State established goal	Effectiveness	96%	75%	75%
<b>Library and Friends Boards Support</b>				
Percent of board packets ready by designated date	Effectiveness	100%	100%	100%
Percent of quarterly budget reports presented on time	Effectiveness	100%	100%	100%
<b>Programming &amp; PR</b>				
Total number of programs offered	Workload	653	600	600
Number of programs funded by Friends Foundation	Workload	133	120	120
Total attendance	Effectiveness	26,040	19,800	19,800
Attendance per capita	Effectiveness	0.50	0.38	0.38
Number of unique library public relations pieces created & presentations made to inform public	Workload	745	425	425
Number of publications produced	Effectiveness	97,779	88,000	88,000
<b>Fundraising &amp; Volunteers</b>				
Fundraisers net revenue	Effectiveness	\$126,847	\$80,000	\$80,000
Friends Plaza Book Loft net revenue	Effectiveness	\$33,323	\$35,000	\$35,000
Number of volunteer hours	Effectiveness	10,430	10,500	10,600
Volunteer FTE as percent of all library FTE	Effectiveness	15%	17%	18%
<b>Materials Availability &amp; Use</b>				
Percent of success patrons have in finding library material when:	Effectiveness			
•Browsing		93%	93%	93%
•Looking for specific title or author		55%	55%	55%
•Looking for specific subject		66%	66%	66%
Number of materials used in library (in-library use)	Effectiveness	101,556	101,556	101,556
Total annual circulation (items checked out)	Effectiveness	418,363	447,400	447,400
Number of items circulated per registered borrower	Effectiveness	9.36	10.90	10.90
Circulation (items checked-out) per capita	Effectiveness	8.01	8.53	8.53
Turnover rate of collection per capita	Effectiveness	2.83	3.00	3.00
Holdings (items in collections) per capita	Effectiveness	2.84	2.84	2.84
Library visits per capita	Effectiveness	5.32	5.18	5.18
Hours open to public	Workload	2,668	2,386	2,386
<b>Electronic Services</b>				
Electronic subscription and resource materials use as percentage of total materials use	Efficiency	41%	22%	23%
Number of online tutoring sessions provided to students	Effectiveness	1,782		
Number of website, electronic resources and databases uses	Effectiveness	356,163	150,000	155,000
Number of publications emailed to patrons	Effectiveness	24,148	30,720	30,720
Publications emailed as percentage of total number of publications produced	Efficiency	25%	35%	35%
Percent of registered borrowers using Polaris email notification system (holds, due dates, renewals)	Efficiency	31%	35%	35%
<b>Support Services: Circulation, Processing, Acquisitions &amp;</b>				
<b>Facilities</b>				
Number of items checked-out per hour open	Efficiency	157	188	188
Cost to process an item	Efficiency	N/A	4.80	4.80

CITY OF GLENDORA  
Library Department

Number of items processed	Workload	8,821	6,500	6,500
Number of days from receipt of item to public availability	Efficiency	22	18	18
Total number of holds on library materials placed per year	Workload	16,322	17,000	17,000
Percent of holds placed directly by patrons	Efficiency	55.14%	58%	58%
Number of days an interlibrary loan takes to fill when library does not own item:	Efficiency			
•0-7 days		57%	55%	55%
•Under 30 days		92%	90%	90%
•More than 30 days		8%	10%	10%
Number of events in library meeting rooms	Workload	445	460	460
Attendance at library meeting room events	Effectiveness	13,110	14,000	14,000
<b>Youth Services</b>				
Number of mediated youth reference & readers advisory questions answered	Effectiveness	18,220	18,000	18,000
Average number of checkouts per child in Glendora	Effectiveness	17	17	17
Average number of checkouts per youth item (turnover rate)	Effectiveness	4	4	4
Number of Youth titles added	Workload	1,860	1,100	1,100
Number of storytimes provided in the library for early childhood literacy development	Workload	283	295	295
Total attendance at storytimes	Effectiveness	9,738	7,125	7,125
Total number of staff community contacts	Workload	132	100	100
Number of storytime visits to local preschools and in-home daycare providers	Workload	87	75	75
Number of children reached via storytime visits to preschool and in-home daycare providers	Effectiveness	1,086	1,000	1,000
Number of staff visits to K-8th grade classes	Workload	128	90	90
Number of children reached through class visits	Effectiveness	6,010	5,000	5,000
Total number of library youth programs	Workload	71	62	62
Total attendance at library youth programs	Effectiveness	7,444	5,150	5,150
Number of youth Summer Reading Club registrations	Effectiveness	1,827	1,800	1,800
<b>Adult Services</b>				
Number of mediated adult reference & readers advisory questions answered	Effectiveness	28,358	28,000	28,000
Average number of checkouts per person aged 15+ in Glendora	Effectiveness	6	6	6
Average number of checkouts per adult item (turnover rate)	Effectiveness	2	2	2
Number of adult titles selected	Workload	5,030	4,500	4,500
Availability of New Adult Fiction to population aged 15+	Effectiveness	70%	35%	35%
Total number of staff community contacts	Workload	67	73	73
Number of people reached through community contacts	Effectiveness	1,951	2,080	2,080
Number of adult programs	Workload	62	49	49
Total attendance at library adult programs	Effectiveness	1,762	1,380	1,380
Number of users of computer workstations in library	Effectiveness	36,474	32,610	32,610

**8.**  
**Board**  
**Member**  
**Items**



## Glendora Public Library Events

### December 2009

- 01 Barnes and Noble Book Fair-Fundraiser  
01 Quilting with Sandy Janicki fall session ends  
03 3:30 p.m. *Ravenous Readers* Children's Book Discussion Group: *Chasing Vermeer Chasing Vermeer* by Blue Balliet – Friends Room  
04 2 p.m. CVHP Health Program "Cognitive Maintenance: Use it or Lose It" – Bidwell Forum  
05 *Saturday Sale* in the Library -Decoration and Crafts – main floor  
07 7 p.m. Children's book and movie *The Polar Express* - Friends Room  
09 5:30 p.m. *A Novel Idea*: Share your favorite book – main floor  
10 3:30 p.m. Children's book and movie *The Polar Express*- Friends Room  
14 -19 Children's Craft week-gingerbread houses - Children's Room  
21 7 p.m. Library Board Meeting – Bidwell Forum  
24, 25 Library closed – Christmas Holiday  
31 Library closed – New Year's Eve

### January 2010

- 01 **Library closed - New Year's Day**  
09 10 a.m. *Saturday Sale* in the Library  
09 1 p.m. – 8 p.m. Family Game Day; pizza will be served at 5 p.m. – Bidwell Forum  
11 Bookmark contest grades K-12 begins  
11 1 p.m. and 7 p.m. Books Alive! *The Alchemist* by Paulo Coelho – main floor  
18 Library closed – Martin Luther King, Jr. Holiday  
21 3:30 p.m. *Books 'n Brownies* Book discussion; *Dangerous Days of Daniel X* by James Patterson  
25 7 p.m. Library Board Meeting – Bidwell Forum – **date change due to holiday**  
30 10 a.m. – 4 p.m. Quilt Show – Bidwell Forum

### Storytimes

- "Time for Tykes" – ages 3 -5 - Tuesday & Wednesday 10:30 a.m.
- "Family PJ Storytime" – ages 3 -5 - **Monday** 7 p.m.
- The third **Monday** 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.
- **"Read Aloud Crowd" – elementary school children – Monday 4 p.m. \* new program**

### Community Outreach

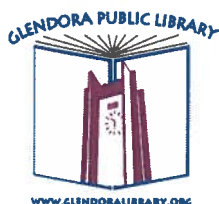
- Babies, Books and Bibs/Family Literacy Outreach, 1<sup>st</sup> Thursday of every month – cancelled until further notice due to swine flu
- Born To Read/Teen Parent Outreach, 1<sup>st</sup> Thursday of every month at 12:30 p.m. - Arrow High School

### Foundation Executive Board Meeting

- January 8, 2010 @ 7:00 a.m. Library – Main Floor

### Foundation Quarterly Board Meeting

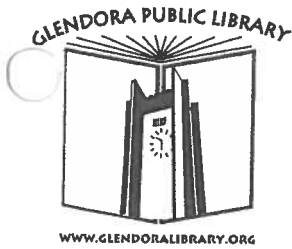
- January 12, 2010 @ 7:00 a.m. Library – Bidwell Forum



**Glendora Public Library**  
**Board Agenda Planning Calendar**  
**FY 09-10**

<b>July 20</b>	Elect officers; appoint Foundation Liaisons; discuss Library Board Goals; ideas for improved communication with city council: liaison; FF/CC/BLT; distribute Admin Pol. 4.04: library board by-laws
<b>August 14</b>	<b>CALTAC Board Effectiveness Training 9am in Friends Room</b>
<b>August 17</b>	Finalize Library Board Goals; discussion on by-laws
<b>September 28</b>	Finalize Board Goals; Holiday Hours: Thanksgiving & Christmas; distribute parking survey information
<b>October 19</b>	Canceled due to lack of quorum
<b>November 16</b>	SRC wrap up; Friends Foundation Overview by Anne Pankow; Parking Survey discussion; Budget Priorities FY10-11 initial discussion; Policy 4.02: Library Fines and Fees Schedule review
<b>December 21</b>	Mid-year review of goals 09-10
<b>January 25</b>	(Adjusted for MLK Day) Budget FY10-11; CALTAC workshop attendance (wkshp usually in March); Library Board Award; Staff appreciation; Parking Survey discussion
<b>February 22</b>	(Adjusted for President's Day) Goal planning FY10-11; Friends Foundation funding staff requests for FY 10-11; begin planning for annual joint meeting with city council
<b>March 15</b>	Candidates for Board vacancies; Bookmark contest judging; goal planning for 10-11
<b>April 19</b>	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)
<b>May 17</b>	Self-evaluation of the Board; evaluation of the Lib Dir-begin process (possible closed session); Review Admin Policy 4.01 Uses/Regs of the Building
<b>June 21</b>	Agenda planning 10-11; Eval. Lib Board; Closed session: Eval- Lib Dir; Orientation planning for new Board member; Library goals 09-10 wrap-up





Glendora Public Library  
(626) 852-4891

140 S. Glendora Ave.  
library@glendoralibrary.org

Glendora, CA 91741

## MEMO

To: Board of Library Trustees  
From: Robin Weed-Brown, Library Director *RWB*  
Date: December 21, 2009  
Re: Patron confidentiality and security cameras in the library

---

The library currently has security cameras (no audio) around the outside perimeter of the building and in the lobby. These cameras have been in need of upgrading for several years. Although we have requested that they be upgraded the requests were not approved.

On Wednesday December 16, 2009, late in the afternoon, a group of city staff (police, finance, IT) showed up in the library and were deciding on where to put additional security cameras with audio in the library proper. I had not been informed of this plan, nor did the group announce their presence or intentions upon arriving that day. A library staff asked about why they were in the library and then informed me. Carlos and I joined the discussion at that point.

I was informed that these cameras with audio were for the safety of employees. I let them know I was thrilled to know that the perimeter and lobby cameras would be upgraded; however I had concerns over the new internal cameras because, as a public library, we are guided by specific doctrines and legal issues regarding patron confidentiality (a point that other staff had also informed them of).

As I understand it, the process for this plan is: 1) create a 'wish list' of all camera placements (also for other departments); 2) Cost out the wish lists; 3) request funding and approval from city council.

As the administrative body for the library the board needs to be informed and provide direction. We currently have a Patron Confidentiality Policy which is attached to this memo. The board may want to consider broadening the scope of this policy by establishing a privacy policy. I have attached information on what the American Library Association recommends. I have also attached: copies from the California Government Code sections that address library records, and the floor plan with proposed cameras as directed by the city.



## PATRON CONFIDENTIALITY POLICY Glendora Public Library

### Policies

#### 1. **California State Law**

Library circulation records kept for the purpose of identifying the borrower of items available in libraries are exempted from public disclosure per California Government Code section ~~6545(i)~~ and the California Public Records Act (CA Government Code section 6250 et seq.).

#### 2. **Glendora Public Library Code of Values** <sup>6254(j), 6267</sup>

We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted. (#7)

#### 3. **Glendora Public Library Collection Development Policy**

This Board believes that while anyone is free to reject for himself material which does not meet with his approval, he cannot exercise this right to restrict others' freedom to read. Notwithstanding, responsibility for the reading, listening and viewing of library materials by children rests with their parents, legal guardians or responsible adult caregiver (hereafter, "parent"). (p 4 #3)

### Implementation Guidelines

1. When a patron comes into the library and presents any valid library card, staff will assume its use is authorized and will give any information requested, such as titles checked out, due dates, fines owing and overdue items. If changes are requested to a patron record, ID is required.
2. When telephoning the library, the patron must provide his or her library card number, name, and birth date (month and day). Additional information may be requested by staff if the identity of the caller is in doubt. When the identity of the caller has been verified satisfactorily, the patron may be provided with the same information as in an "in-person" transaction.
3. If a patron requests information about materials checked out on his/her minor child's library card but does not have the card with him/her, staff can either:
  - a) print a copy of the book titles and other items on the patron record and mail it to the person named on the card (the print out lists all transactions on the borrowing record).
  - b) with in-person verification of the parent's identity, give the parent information on the number and types of materials charged on his/her

child's borrowing record as well as fines and due dates, but not titles of the books, unless items are overdue.

- c) with the minor's written authorization provide the list of titles and due dates charged to the authorizing minor's card.
- 4. Except as required for administrative purposes, staff is not to view the borrowing records of any patron including fellow staff members.
- 5. Staff shall not discuss or disclose the nature or content of staff or patron requests for information except as necessary for the completion of service.

Approved and adopted this 25th day of February, 2008.

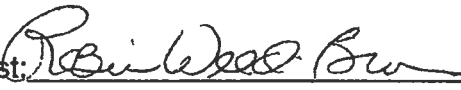
Ayes: 5

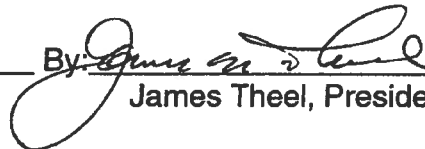
City of Glendora

Noes: 0

Library Board of Trustees

Absent: 0

Attest:   
Robin Weed-Brown, Library Director

By:   
James Theel, President

**MISCELLANEOUS**

**§ 6267**

**Div. 7**

**Code of Regulations References**

- Administrative hearing procedures for petitions for review of executive officer decisions, records of the State Board, see 17 Cal. Code of Regs. § 60055.9.
- Administrative hearing procedures for review of citations, records of the State Board, see 17 Cal. Code of Regs. § 60075.7.
- Administrative hearing procedures for review of complaints, records of the State Board, see 17 Cal. Code of Regs. § 60065.9.
- Declaratory decision proceeding record, see 1 Cal. Code of Regs. § 1286.
- Environmental protection, state delegation, implementation and maintenance of the unified program, see 27 Cal. Code of Regs. § 15180.
- Rigid plastic packaging container program, proprietary information, see 14 Cal. Code of Regs. § 17948.

**Law Review and Journal Commentaries**

- A proposed amendment to the California Public Records Act: Balancing privacy and public access. Nora Culver, 45 Santa Clara L. Rev. 127 (2004).

**Library References**

- Records § 30.
- Westlaw Topic No. 326.
- C.J.S. Records §§ 60, 62 to 63, 65, 93, 95.

**Research References**

**Treatises and Practice Aids**

- Taxing California Property 3d § 16:7, Valuation Rules--Assessment Practices Surveys.
- Trade Secrets Law App F, Trade Secret Theft and Protection Statutes and FOIA Statutes and Forms: State Freedom of Information Act Statutes; Federal Trade Secrets Act (18 U.S.C.A. §1905); National Stolen Property Act (18 U.S.C. § 2381).
- 2 Witkin Cal. Evid. 4th Witnesses § 286, in General.

✕

**§ 6267. Libraries supported by public funds; registration and circulation records; confidentiality; exceptions**

All registration and circulation records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- (c) By order of the appropriate superior court.

As used in this section, the term "registration records" includes any information which a library requires a patron to provide in order to become eligible to borrow books and other materials, and the term "circulation records" includes any information which identifies the patrons borrowing particular books and other material.

This section shall not apply to statistical reports of registration and circulation nor to records of fines collected by the library.

(Added by Stats.1986, c. 164, § 1.)

**Cross References**

- "Local agency" defined for purposes of this Chapter, see Government Code § 6252.
- "Person" defined for purposes of this Chapter, see Government Code § 6252.

WESTS LAW: CA PUB RECORDS ACT

**GENERAL**  
**Title 1**

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age of the victim, the  
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name of a victim of  
'64.1, 266, 266a,  
285, 286, 288, 288a,  
006), 288.3 (as added  
'06, statewide general  
or 647.6 of the Penal  
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**MISCELLANEOUS**  
**Div. 7**

**§ 6254**

However, the address of the victim of any crime defined by Section 220, 261, 261.5, 262, 264, 264.1, 265, 266, 266a, 266b, 266c, 266e, 266f, 266j, 267, 269, 273a, 273d, 273.5, 285, 286, 288, 288a, 288.2, 288.3 (as added by Chapter 337 of the Statutes of 2006), 288.3 (as added by Section 6 of Proposition 83 of the November 7, 2006, statewide general election), 288.5, 288.7, 289, 422.6, 422.7, 422.75, 646.9, or 647.6 of the Penal Code shall remain confidential. Address information obtained pursuant to this paragraph may not be used directly or indirectly, or furnished to another, to sell a product or service to any individual or group of individuals, and the requester shall execute a declaration to that effect under penalty of perjury. Nothing in this paragraph shall be construed to prohibit or limit a scholarly, journalistic, political, or government use of address information obtained pursuant to this paragraph.

(g) Test questions, scoring keys, and other examination data used to administer a licensing examination, examination for employment, or academic examination, except as provided for in Chapter 3 (commencing with Section 99150) of Part 65 of Division 14 of Title 3 of the Education Code.

(h) The contents of real estate appraisals or engineering or feasibility estimates and evaluations made for or by the state or local agency relative to the acquisition of property, or to prospective public supply and construction contracts, until all of the property has been acquired or all of the contract agreement obtained. However, the law of eminent domain shall not be affected by this provision.

(i) Information required from any taxpayer in connection with the collection of local taxes that is received in confidence and the disclosure of the information to other persons would result in unfair competitive disadvantage to the person supplying the information.

X (j) Library circulation records kept for the purpose of identifying the borrower of items available in libraries, and library and museum materials made or acquired and presented solely for reference or exhibition purposes. The exemption in this subdivision shall not apply to records of fines imposed on the borrowers.

(k) Records, the disclosure of which is exempted or prohibited pursuant to federal or state law, including, but not limited to, provisions of the Evidence Code relating to privilege.

(l) Correspondence of and to the Governor or employees of the Governor's office or in the custody of or maintained by the Governor's Legal Affairs Secretary. However, public records shall not be transferred to the custody of the Governor's Legal Affairs Secretary to evade the disclosure provisions of this chapter.

(m) In the custody of or maintained by the Legislative Counsel, except those records in the public database maintained by the Legislative Counsel that are described in Section 10248.

(n) Statements of personal worth or personal financial data required by a licensing agency and filed by an applicant with the licensing agency to establish

**Are video or electronic surveillance cameras in libraries a violation of patron privacy?**

Today's sophisticated high-resolution surveillance equipment is capable of recording patron reading and viewing habits in ways that are as revealing as the written circulation records libraries routinely protect. When a library considers installing surveillance equipment, the administrative necessity of doing so must be weighed against the fact that most of the activity being recorded is innocent and harmless. Any records kept may be subject to FOI requests. Since any such personal information is sensitive and has the potential to be used inappropriately in the wrong hands, gathering surveillance data has serious implications for library management.

If the library decides surveillance is necessary, it is essential for the library to develop and enforce strong policies protecting patron privacy and confidentiality appropriate to managing the equipment, including routine destruction of the tapes in the briefest amount of time possible, or as soon as permitted by law.

**What about security? Shouldn't priority be given to the legitimate needs of security personnel who are responsible for protecting the physical safety of users and staff? And what about the needs of systems personnel to ensure security of computers and networks?**

Those responsible for maintaining the security of the library, its users, staff, collections, computing equipment and networks all have a special obligation to recognize when they may be dealing with sensitive or private information. Like other staff whose jobs are not direct library service (custodians, guards, etc), those with access to personally identifiable information or to users' personal files need to be informed of library ethics and of job expectations that they will not abuse confidentiality.

It is the responsibility of library staff to destroy information in confidential or privacy protected records in order to protect from unauthorized disclosure. Information that should be regularly purged or shredded includes personally identifiable information on library resource use, material circulation history, and security / surveillance tapes and logs. Libraries that use surveillance cameras should have written policies stating that the cameras are not to be used for anything else to avoid "function creep." If the cameras create any records, the library must recognize its responsibility to protect their confidentiality like any other library record. This is best accomplished by purging the records as soon as their purpose is served.

---

**Robin Weed-Brown**

**From:** Carlos Baffigo  
**Sent:** Friday, December 18, 2009 11:15 AM  
**To:** Robin Weed-Brown  
**Subject:** re: Library building floor plan with security camera positions  
**Attachments:** Building - floor layout security camera locations.jpg

Robin,

As requested, I have attached a floor plan showing the proposed security camera positions and angles. The new camera positions enable us to monitor traffic in:

- areas that are accessible by the public, yet normally unstaffed
- exit points
- points of sale
- where vandalism or theft has taken place, in the past

All proposed camera positions have a minimum 90 degree field of vision and motion detection. Interior cameras are high resolution for enhanced face recognition and exterior cameras are day/night.

Here is a summary:

	# of cameras	# of existing camera positions	# of Points of Sale (POS)	Interior cameras - High Resolution	Exterior cameras - Day/Night
1st Floor	8	1	2	5	3
2nd Floor	11	3	1	3	8

Carlos

Carlos Baffigo  
 Support Services Manager  
 Glendora Public Library  
 140 S. Glendora Ave.  
 Glendora, CA 91741  
 626-852-4827 - phone  
 626-852-4899 - fax

12/21/2009

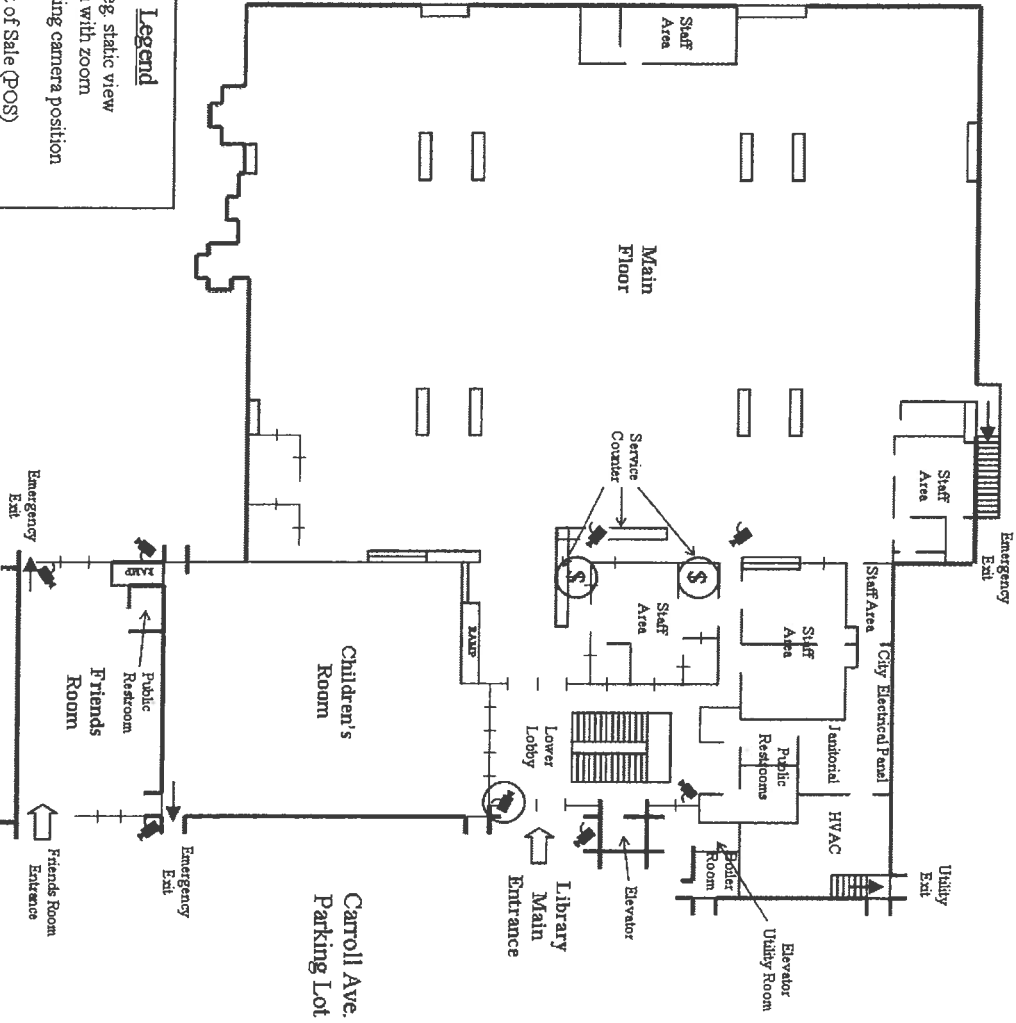
# LIBRARY—FIRST FLOOR

Parking lot—Vista Bonita



**Legend**

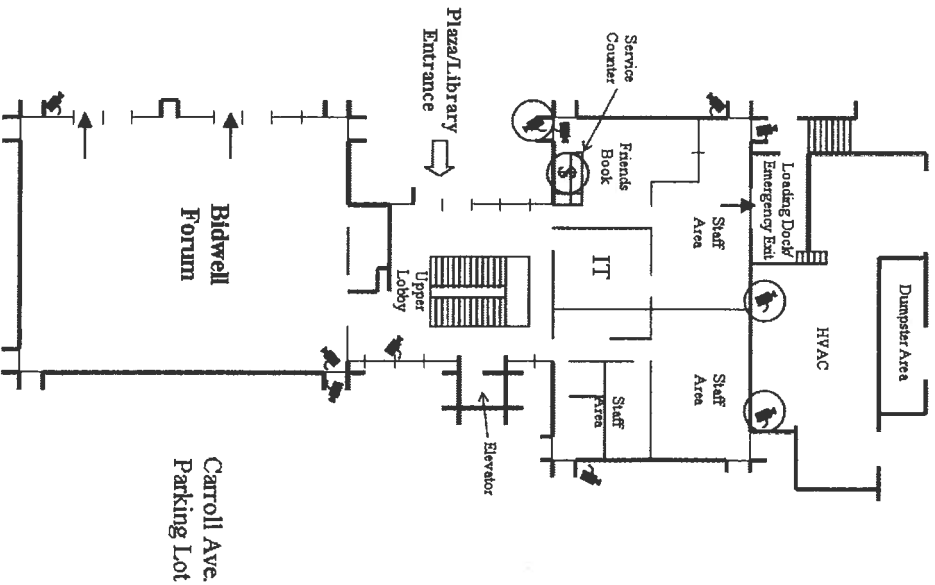
- = 90 deg static view camera with zoom
- = Existing camera position
- = Point of Sale (POS)
- = Exit



Glendora Avenue

# LIBRARY—SECOND FLOOR

Parking lot—Vista Bonita



Glendora Avenue



# Guidelines for Developing a Library Privacy Policy



<http://www.ala.org/ala/aboutala/offices/oif/iftoolkits/toolkitsprivacy/guidelinesfordevelopingalibraryprivacypolicy/guidelinesprivacypolicy.cfm>

These "Guidelines for Developing a Library Privacy Policy" are part of the Privacy Tool Kit.

## Privacy Tool Kit

[Return to the Privacy Tool Kit](#)

# Guidelines for Developing a Library Privacy Policy

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1. [Notice & Openness](#)

2. [Choice & Consent](#)

3. [Access by Users](#)

4. [Data Integrity & Security](#)

5. [Enforcement & Redress](#)

### III. Special Privacy Policy Considerations: Academic Libraries, School Library Media Centers, and Public Library Services to Minors

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### IV. Questions to Ask When Drafting Privacy and Confidentiality Policies and Procedures

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**American Library Association**

**Guidelines for Developing a Library Privacy Policy**

**Prepared by the ALA Intellectual Freedom Committee**

### **I. Introduction**

<http://www.ala.org/ala/aboutala/offices/oif/iftoolkits/toolkitsprivacy/guidelinesfordevelop...> 12/18/2009

Privacy is essential to the exercise of free speech, free thought, and free association. In libraries, the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information (PII) about users and keeps that information private on their behalf.

With technology changes, increased incidence of identity theft, and new laws, as well as increased law enforcement surveillance, librarians must act now to develop and/or revise their privacy policies and procedures in order to ensure that confidential information in all formats is protected from abuse. They must also protect their organizations from liability and public relations problems. When developing and revising policies, librarians need to ensure that they:

- Limit the degree to which personally identifiable information is monitored, collected, disclosed, and distributed.
- Avoid creating unnecessary records.
- Avoid retaining records that are not needed for efficient operation of the library, including data-related logs, digital records, vendor-collected data, and system backups.
- Avoid library practices and procedures that place personally identifiable information on public view.

A privacy policy communicates the library's commitment to protecting users' personally identifiable information. A well-defined privacy policy tells library users how their information is utilized and explains the circumstances under which personally identifiable information might be disclosed. When preparing a privacy policy, librarians need to consult an attorney in order to ensure that the library's statement harmonize with the many state and federal laws governing the collection and sharing of personally identifiable information.

Libraries need to post privacy policies publicly. Privacy: An Interpretation of the Library Bill of Rights states that, "Users have the right to be informed what policies and procedures govern the amount and retention of personally identifiable information, why that information is necessary for the library, and what the user can do to maintain his or her privacy."

## PII: Personally Identifiable Information

One of the key concepts to understand when developing policies and procedures is that defined as: "Personally identifiable information" (PII). PII has become the generally accepted language; ALA began using this term in 1991 when it adopted the Policy Concerning Confidentiality of Personally Identifiable Information about Library Users. PII connects individuals to what they bought with their credit cards, what they checked out with their library cards, and what Web sites they visited where they picked up cookies. More than simple identification, PII can build up a picture of tastes and interests—a dossier of sorts, though crude and often inaccurate. While targeted advertising is the obvious use for PII, some people would use this information to assess an individual's character, decide if they were a security risk, or embarrass them for opposing a particular position. Because of the chilling effect that such scrutiny can have on open inquiry and freedom of expression, libraries and bookstores have long resisted requests to release information that connects individual persons with specific books.

### Selected Links:

- [American Library Association, Policy Concerning Confidentiality of Personally Identifiable Information about Library Users](#)
- [Privacy Rights Clearinghouse, Privacy Survival Guide](#)

## Privacy Policies and the Law

Library privacy and confidentiality policies must be in compliance with applicable federal, state, and local laws. The courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution. Many states provide guarantees of privacy in their constitutions and statute law. Numerous decisions in case law have defined and extended rights to privacy.

### Selected Links:

- [First, Fourth, Fifth, Ninth, Tenth, and Fourteenth Amendments to the Constitution of the United States](#)
- [Article Twelve of the Universal Declaration of Human Rights](#)
- [Your Privacy Protection Under the Law](#)
- [History of the Privacy Act of 1974](#)
- [Privacy and the Courts](#)
- [State Privacy Laws Regarding Library Records](#)

## Privacy Policies and ALA

A number of ALA policies and recommendations have been passed in recent years on privacy and confidentiality issues. But recognition of the importance of this issue dates back as far as the 1930's in ALA policy. Article Eleven of the Code of Ethics for Librarians (1939) asserted that "It is the librarian's obligation to treat as confidential any private information obtained through contact with library patrons." Article Three of the current Code (1995) states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

### Selected Links:

- [American Library Association, Privacy Policies and Statements](#)
- [American Library Association, Code of Ethics: History of the Code of Ethics](#)
- [The American Library Association, Task Force on Privacy and Confidentiality in the Electronic Environment Final Report, 7 July 2000](#)
- [American Library Association, Web Site Privacy Statement \(April 3, 2003\)](#)

## Your Library's Policy Should Incorporate Standard Privacy Principles

In addition to ALA policies, there are many very good frameworks for establishing privacy policies. The privacy policy guidelines outlined here are based in part on what

<http://www.ala.org/ala/aboutala/offices/oif/iftoolkits/toolkitsprivacy/guidelinesfordevelop...> 12/18/2009

are known as the five "Fair Information Practice Principles." These five principles outline the rights of Notice, Choice, Access, Security, and Enforcement. Another widely accepted European legal framework establishing rights of data privacy and confidentiality calls for ensuring Collection limitation, Data quality, Purpose specification, Use limitation, Security safeguards, Openness, Individual participation, and Accountability. These frameworks provide the basis for recommendations from other consumer and privacy advocacy groups, whose checklists are well worth reviewing.

## Selected Links:

- United States Department of Health, Education and Welfare. Records, Computers and the Rights of Citizens, Summary and Recommendations (1973)
- United States Federal Trade Commission, "Chapter III: Fair Information Practice Principles," Privacy Online: A Report to Congress (June 1998)
- Organization for Economic Cooperation and Development (OECD), Guidelines on the Protection of Privacy and Transborder Flows of Personal Data (Sept. 1980)
- International Federation of Library Associations (IFLA), "The Glasgow Declaration on Libraries, Information Services and Intellectual Freedom," (The Hague, Netherlands: IFLA, August 20, 2002)
- International Federation of Library Associations (IFLA), "The IFLA Internet Manifesto," (The Hague, Netherlands: IFLA, August 23, 2002)
- Canadian Library Association, "Citizenship Access to Information Data Banks - Right to Privacy" (June, 1987)
- Privacy Rights Clearinghouse, A Checklist of Responsible Information-Handling Practices
- Computer Professionals for Social Responsibility, Electronic Privacy Principles

## II. How to Draft a Library Privacy Policy (a Model Privacy Policy is attached as Appendix 1 to this document)

All types of libraries are urged to draft and/or revise privacy and confidentiality policies. This document offers guidance for public, academic, research, school, and special libraries, as well as library systems. Special considerations are raised in Section III for school and academic libraries and for public library services to minors because each are affected by laws and practices unique to those particular situations. Other considerations may also apply. When drafting a policy, library administrators should check with their parent institutions to ensure they are complying with appropriate norms and policies. Some elements of this guidance may not pertain to all libraries.

### 1. Notice & Openness

Policies should provide notice to users of their rights to privacy and confidentiality and of the policies of the library that govern these issues. Such notice should dictate the types of information gathered and the purposes for and limitations on its use. It is critical that library privacy policies be made widely available to users through multiple means. This is because safeguarding personal privacy requires that individuals know what personally identifiable information (PII) is gathered about them, where and how it is stored (and for how long), who has access to it and under what conditions, and how that PII is used.

### Examples of User Notice Statements from Sample Library Privacy Policies:

- [Mill Valley Public Library Privacy Statement](#)
- [Queens Borough Public Library](#)
- [Florida State University Libraries](#)

### 2. Choice & Consent

Choice means giving users options as to how any personal information collected from them may be used. Provision of many library services requires the collection and retention of personally identifiable information. Whether this is required (e.g. in order to circulate library material), automatic (e.g. as in some Web-based library services), or voluntary (e.g. when engaging in e-mail-based reference), this information should be retained only as long as is necessary to fulfill the function for which it was initially acquired. Two commonly used schemes for choice/consent are "opt-in," where the default is not to include the information and affirmative steps are required for inclusion, or "opt-out" where the default is to include the information and affirmative steps are required for exclusion.

### Examples of Choice and Consent Statements from Sample Library Privacy Policies:

- [Salem College Library](#)
- [Brooklyn Public Library](#)
- [Duke University Library](#)
- [Santa Clara City Library](#)

### 3. Access by Users

Users have the right of access to their own personally identifiable information (PII). The right to this access should be mentioned in the privacy policy. Verifying the accuracy and status of PII helps ensure that library services that rely on personally identifiable information can function properly. The right of access covers all types of information gathered about a library user or about his or her use of the library, including mailing addresses, circulation records, computer use logs, etc. Access to personal information should be made available onsite or through online access with security parameters in effect to verify the existence of individual users.

Right to access should also address instances in which age may be a factor. The Children's Online Privacy Protection Act of 1998 (COPPA) provides for "a parent's ability to review, make changes to, or have deleted the child's personal information." For more on COPPA, see the section called "School Library Media Centers" below under Part III.

### Examples of Access Statements from Sample Library Privacy Policies:

- [Duke University](#)
- [Salem College Library](#)

- [John Carroll University](#)
- [Seattle Public Library](#)

## 4. Data Integrity & Security

**Data Integrity:** The library needs to assure data integrity. Whenever personally identifiable information (PII) is collected, the library must take reasonable steps to ensure integrity, including using only reputable sources of data, providing library users access to their personal data, updating information regularly, destroying untimely data or converting it to anonymous form, and stripping PII from aggregated, summary data. It is the responsibility of library staff to destroy information in confidential or privacy-protected records in order to ensure unauthorized disclosure. Information that should be regularly purged or shredded includes PII on library resource use, material circulation history, security/surveillance tapes and use logs, both paper and electronic.

**Shared Data:** If patron records are supplied by or shared with a parent institution such as a college registrar or a library consortium, the library needs to adopt measures to ensure timely corrections and deletions of data. Likewise, when the library exchanges data with other departments such as burars and tax collectors, vendors, or any other organizations, it must ensure that records are accurate and up to date. Libraries issuing passwords should avoid choosing passwords or PIN's that can reveal a user's identity, including social security numbers.

**Security:** Security involves both managerial and technical measures to protect against loss and the unauthorized access, destruction, use, or disclosure of the data. Security measures should be integrated into the design, implementation and day-to-day practices of the library's entire operating environment as part of its continuing commitment to risk management. These measures are intended to prevent corruption of data, block unknown or unauthorized access to library systems and information, and provide reasonable protection of private information in a library's custody, even if stored offsite on servers or back up tapes.

**Administrative Measures:** The library needs to implement internal organizational measures that limit access to data while ensuring that those individuals with access do not utilize the data for unauthorized purposes. The library must also prevent unauthorized access through such technical security measures as including encryption in the transmission and storage of data; limits on access through use of passwords; and the storage of data on secure servers or computers that are inaccessible by modem or network connection. If libraries store PII on servers or back up tapes that are offsite, they must ensure that comparable measures to limit access to data are followed. Libraries should develop routine schedules for shredding PII collected on paper.

**Electronic Tracking:** Neither local nor external electronic systems used by the library should collect PII by logging or tracking e-mail, chat room use, Web browsing, cookies, middleware, or other usage. Nevertheless, users should be advised of the limits to library privacy protection when using remote sites. If the library enables cookies (small files sent to a browser by a Web site to enable customization of individual visits), it should alert users how to refuse, disable, or remove cookies from their hard drives. In addition, the library should not maintain cookies after users terminate their sessions nor share them with external third parties. Libraries should regularly remove cookies, Web history, cached files, or other computer and Internet use records and other software code that is placed on their networks. Those libraries that authenticate patrons for use of external databases by middleware systems and/or proxy servers should simply verify the attributes of valid users and not release PII.

**Data Retention:** It is the responsibility of library staff to destroy information in confidential or privacy-protected records in order to safeguard data from unauthorized disclosure. Information that should be regularly purged or shredded includes PII on library resource use, material circulation history, and security/surveillance tapes and logs. If this data is maintained off site, library administrators must ensure that appropriate data retention policies and procedures are employed. Libraries that use surveillance cameras should have written policies stating that the cameras are not to be used for any other purpose. If the cameras create any records, the library must recognize its responsibility to protect their confidentiality like any other library record. This is best accomplished by purging the records as soon as their purpose is served.

**Encryption:** Data encryption can be used to enhance privacy protection. Encrypted data requires others to use a pre-defined electronic "key" to decipher the contents of a message, file, or transaction. Libraries should negotiate with vendors to encourage the use of such technology in library systems (e.g., in the document delivery, saved searches, and e-mail features now offered by many OPAC vendors). Whenever possible, libraries should consider making encryption tools available to library users who are engaging in personalized online transactions or communications.

## Selected Links:

- ALA Task Force on Privacy and Confidentiality in the Electronic Environment. [Final Report](#), 7 July 2000
- Berkeley Digital Library Sunsite, [Web Log Washing](#)
- California Digital Library, [SOPAC Privacy Audit and Guidelines](#)
- Center for Democracy and Technology, [Authentication Privacy Principles Working Group](#)
- CERT Tech Tips
- Cookie Central, [Frequently Asked Questions About Cookies](#)
- Electronic Frontier Foundation, "[Privacy, Security, Crypto, & Surveillance](#)" Archive
- The Electronic Privacy Information Center, [Cookie Page](#)
- The Electronic Privacy Information Center, [International Data Retention Page](#)
- International Coalition of Library Consortia, [Privacy Guidelines for Electronic Resources Vendors](#)
- IEEE, [Security & Privacy Magazine](#)
- Internet2, [The Shibboleth Project](#)
- World Wide Web Consortium, [The World Wide Web Security FAQ: 8. Server Logs and Privacy](#)

## Examples of Retention Schedules from Sample Library Privacy Policies:

- [Spokane County Public Library](#)
- [Colorado State University Library](#)
- [Indiana University - Purdue Library](#)
- [University of Michigan Library](#)

## Examples of Security Statements from Sample Library Privacy Policies:

- [Cleveland Heights-University Heights Public Library](#)
- [Duke University Library](#)

- [John Carroll University Library](#)
- [Seattle Public Library](#)
- [Syracuse University Library](#)
- [University of Texas - Southwestern Library](#)

## 5. Enforcement & Redress

Libraries that develop privacy policies need to establish and maintain an effective mechanism to enforce them. They should conduct regular privacy audits in order to ensure that all library programs and services are enforcing this privacy policy. Redress must be available for library users who feel their privacy and confidentiality rights are violated. Libraries should provide a means to investigate complaints and re-audit policy and procedures in cases of potential violation of library privacy and confidentiality. Library educational efforts should include informing users how to protect their own privacy and confidentiality, both in and outside of the library setting.

### Selected Links:

- [ALA Office for Information Technology Policy, Top tips for Protecting Privacy Online](#)
- [United States Federal Trade Commission, Privacy Tips](#)

Libraries must ensure they have well-established procedures to enforce their policies by informing users about the legal conditions under which they might be required to release personally identifiable information (PII). Libraries should only consider a law enforcement request for any library record if it is issued by a court of competent jurisdiction that shows good cause and is in proper form. Only library administrators after conferring with legal counsel should be authorized to accept or comply with subpoenas, warrants, court orders or other investigatory documents directed to the library or pertaining to library property. All library staff, however, should be trained and required to contact a designated Library Privacy Officer or previously designated administrator immediately should a law enforcement officer appear and request the library comply with a request to release PII.

Libraries should develop and implement procedures for dealing with law enforcement requests before, during, and after a visit. Guidance on these matters can be found in the following ALA documents:

- [Confidentiality and Coping with Law Enforcement Inquiries: Guidelines for the Library and its Staff, April 2002](#)
- [Suggested Procedures for Implementing Policy on Confidentiality of Library Records, 1988](#)
- [USA PATRIOT Act, May 2003:](#)
- [Guidelines for Librarians on the USA PATRIOT Act: What to do before, during and after a "knock at the door?", January 2002](#)

### To learn more about federal search and seizure guidelines, see:

- [United States Department of Justice Criminal Division Computer Crime and Intellectual Property Section, Searching and Seizing Computers and Obtaining Electronic Evidence in Criminal Investigations, July 2002](#)

## Examples of Disclosure/Court Order Statements from Sample Library Privacy Policies:

- [Fort Vancouver Regional Library District](#)
- [Kansas City Public Library](#)
- [Madison, WI, Public Library](#)
- [Queensboro Public Library](#)
- [Carleton College](#)
- [College of St. Catherine](#)
- [Indiana University - Purdue](#)
- [University of Michigan - Dearborn](#)
- [Vanderbilt University](#)

## III. Special Privacy Policy Considerations: Academic Libraries, School Libraries, and Public Library Services to Minors

### Academic Libraries

The heart of the mission of academic institutions is the freedom to research unfamiliar and controversial topics. Academic libraries serve those needs well. Often, they offer their personal, professional, and educational information services to a wide variety of users. If academic libraries provide different levels of service or access to different categories of borrowers (e.g., faculty, graduate students, undergraduate students, or community members), they must ensure that their services and access are offered equitably within a borrower type. Such restrictions should not impede intellectual freedom.

*Academic Libraries and Students:* Students in academic institutions are adults and must be accorded the same privacy safeguards as adults in other types of libraries. The mere fact that students are enrolled in courses should not jeopardize their privacy rights. Thus, student circulation records for course-required and reserve reading should be protected from inquiry with the same rigor as their circulation records for personal reading. Librarians assisting in investigations of plagiarism should take care to protect the usage records of individual students. Librarians can assist faculty in the development of classroom instruction and procedures that meet educational goals without compromising student rights to privacy.

*Academic Libraries and FERPA and SEVIS:* The Family Educational Rights and Privacy Act (FERPA) was passed to protect the privacy of student education records and to define who can access these records. FERPA grants parents the rights until the child turns 18 years old or attends a school beyond the high school level. The Student and Exchange Visitors Information System (SEVIS) maintains updated information on approximately one million non-immigrant foreign students and exchange visitors during the course of their stay in the United States each year. Colleges and universities are now required to report a foreign student's failure to enroll or if students drop out of their

programs. Colleges and university librarians need to identify how their institutions implement these laws and whether they have any impact on the collection and retention of library user records.

*Academic Libraries and Faculty:* Academic institutions often rely on principles of academic freedom to protect the intellectual freedom of faculty. While the principles of academic freedom are intended to protect faculty from professional consequences of researching in unpopular or controversial areas, they do not necessarily protect the privacy of faculty. Academic libraries should also have in place appropriate policies based on First Amendment and Fourth Amendment rights to protect the privacy of faculty members' library records.

*Academic Libraries and Computer Systems:* The computer networks of academic libraries are often part of institutional networks, under the ultimate control of units outside the library. Academic libraries should work with campus computer departments to ensure that student and faculty information-seeking activity is kept confidential and well protected throughout the institution. In addition, library personnel should review library procedures and arrangements with outside vendors to ensure the highest level of protection for such records as online digital reference logs, proxy server and other authentication devices, e-mail reference transactions, personalized searching, and SDI profiles.

## Selected Links:

- [Cause, Privacy and the Handling of Student Information in the Electronic Networked Environment of Colleges and Universities, 1997](#)
- [American Library Association, Intellectual Freedom Principles for Academic Libraries: An Interpretation of the Library Bill of Rights](#)
- Barbara M. Jones, "Academic Libraries and Intellectual Freedom"
- [United States Department of Education, Family Educational Rights and Privacy Act \(FERPA\)](#)
- [United States Department of Education, Protecting the Privacy of Student Records, Guidelines for Education Agencies](#)
- [United States Department of Homeland Security, SEVP: Student and Exchange Visitor Program](#)
- Virginia Rezmierski and Nathaniel St. Clair, II, [Identifying Where Technology Logging and Monitoring for Increased Security End and Violations of Personal Privacy and Student Records Begin: Final Report NS-LAMP Project, Washington, DC: American Association of Collegiate Registrars and Admissions Officers, 2001](#)

## School Libraries

School library media specialists have an ethical obligation to protect and promote student privacy. Although the educational level and program of the school necessarily shapes the resources and services of a school library, the principles of the Library Bill of Rights apply equally to all librarians, including school library media specialists.

*School Libraries and FERPA:* School records are governed by the Family Educational Rights and Privacy Act (FERPA) that grants parents the rights to access student educational records until the child turns 18 years old. School library media specialists need to identify how their institutions implement this law and its impact on collection and retention of library user records.

*Students as Library Users:* Students who use school libraries need to learn about the concepts of privacy and confidentiality. They may not know the dangers of sharing personally identifiable information with others. School library media specialists may face the situation of an adult asking for information pertaining to students' library use. These situations must be handled in accordance with all school and library policies. In an ideal situation, that information would not be released. Teachers should not be able to "check" on students to see if they have borrowed assigned readings or used specific resources. School library media specialists are best served when they assist teachers in developing classroom procedures and policies that preserve user privacy and meet educational goals.

*School Library Procedures:* School library media specialists have a responsibility to "assume a leadership role in promoting the principles of intellectual freedom within the school by providing resources and services that create and sustain an atmosphere of free inquiry." This includes safeguarding student and teacher privacy. School library personnel must strive to: educate all members of the school community about the value of privacy to school library media center users; develop board approved policies that provide the highest level of protection for all records; and, teach all members of the educational community about the policies and procedures that govern privacy. School libraries operate as part of larger educational structures. In some cases school systems may create policies and procedures that infringe on students' rights to privacy. School library personnel are encouraged to educate all policy makers about the dangers of abridging students' privacy rights.

*School libraries and COPPA:* The Children's Online Privacy Protection Act (COPPA) directly affects commercial Web sites targeted to children, as well as those sites that know they are collecting personally identifiable information from children 12 and under. Such sites have a legal obligation to comply with the law. Prosecution is one of the penalties for non-compliance. Noncommercial Web sites, such as library, nonprofit, community groups, and government agencies are not covered by COPPA. A library collecting personal information from children in order to e-mail them summer reading lists or reference assistance is not required to seek parental consent. Although libraries are not directly impacted by COPPA, children using the Internet in a library may need help understanding the law and getting consent from their parents. In some instances, children will find that COPPA may restrict their ability to participate in some activities on Web sites while they await parental approval. It is the librarians' role to guide children through the process or help them find alternative activities online. Parents may need assistance in understanding the law and the significance of the requests they receive from Web sites. Librarians and libraries should play a key role in helping all library users understand and comply with COPPA. (Note: The extent to which schools can or do assume parental responsibilities for students will depend in large part on decisions made by the local school board or superintendent. It will also depend on the nature of the resources being used in the classroom and whether those resources require students to divulge personally identifiable information. Some schools may decide to act on behalf of the child, others may decide to seek consent through an Acceptable Use Policy signed by students and parents at the beginning of the year, while others may take no responsibility at all and leave it up to parents. However the school implements the law, it must take care not to allow COPPA to interfere with curricular decisions.)

## Selected Links:

- [American Association of School Librarians, Position Statement on the Confidentiality of Library Records](#)
- [Association for Library Service to Children, Internet Privacy and Safety Information for Parents](#)
- [American Library Association, Office for Information Technology Policy, COPPA for Parents](#)
- [How to comply with Children's Online Privacy Protection Act](#)
- [Selected Testimonies to the Child Online Protection Act Commission](#)
- [United States Department of Education, Family Policy Compliance Office Web Site](#)
- [Legal Information Institute, Family educational and privacy rights from the US Code](#)

## Public Library Services to Minors

The rights of minors vary from state to state. Libraries may wish to consult the legal counsel of their governing authorities to ensure that policy and practice are in accord with applicable law. In addition, the legal responsibilities and standing of library staff in regard to minors differ substantially in school and public libraries. In all instances, best practice is to extend to minors the maximum allowable confidentiality and privacy protections.

The Children's Online Privacy Protection Act (COPPA) requires commercial Web sites that collect personally identifiable information from children 12 and under to obtain consent from their parents or guardians in advance. COPPA was written with three parties in mind: parents, children, and commercial Web sites. Although COPPA does not place any special obligations on public libraries, there are two impacts to consider:

1. When children use internet access in libraries, library staff need to be able to explain COPPA's effects to children and their parents.
2. When a library designs Web pages and services for children, it may wish to provide the same privacy protections as the protections mandated for commercial Web sites.

Parents are responsible not only for the choices their minor children make concerning the selection of materials and the use of library facilities and resources, but also for communicating with their minor children about those choices. Librarians should not breach a minor's confidentiality by giving out information readily available to the parent from the minor directly. Libraries should take great care to limit the extenuating circumstances in which they release such information.

Parental responsibility is key to a minor's use of the library. Notifying parents about the library's privacy and confidentiality policies should be a part of the process of issuing library cards to minors. In some public libraries, the privacy rights of minors may differ slightly from those of adults, often in proportion to the age of the minor. The legitimate concerns for the safety of children in a public place can be addressed without unnecessary invasion of minors' privacy while using the library.

The rights of minors to privacy regarding their choice of library materials should be respected and protected.

## Selected links:

- [YALSA, Web Site](#)
- [Especially for Young People and Their Parents—Privacy](#)
- [Minors' Rights to Receive Information Under the First Amendment](#)
- [American Library Association, Office for Information Technology Policy, COPPA for Parents](#)

## IV. Questions to Ask When Drafting Privacy and Confidentiality Policies and Procedures

Policy drafts should be reviewed against existing local policies, state and local legislation, and ALA recommendations and guidelines. It may also help policy drafting teams and trainers to ask themselves and their staff questions from the checklists below, considering how and whether policies and procedures under consideration provide appropriate guidance. Common privacy- or confidentiality-violating scenarios are also available for use in training or policy review.

### Sources:

- Carolyn Caywood, "Questions and Answers about Privacy in Libraries," presented at the Virginia Library Association 2002 Conference, October 17, 2002.
- "Confidentiality Inventory," in *Confidentiality in Libraries: An Intellectual Freedom Modular Education Program Trainer's Manual* (Chicago: ALA, 1993), p. 30.
- Barbara Jones, "Intellectual Freedom Policies for Privacy," *Libraries, Access, and Intellectual Freedom: Developing Policies for Public and Academic Libraries* (Chicago: ALA, 1999), p. 147-168.
- *Confidentiality in Libraries: An Intellectual Freedom Modular Education Program Trainer's Manual* (Chicago: ALA, 1993).

## Checklist of Basic Questions about Privacy and Confidentiality

### Collecting Information

- Do we need to know this to operate the library?
- How long do we need to know it?
- How will we protect what we collect?
- How will we destroy what we collect?
- How will we inform the public about confidentiality?
- How will we give users choices?
- How will we inform/influence government acts that impact confidentiality?

### Providing Privacy

- Where do users need privacy to protect their intellectual freedom?
- Where would privacy endanger safety?

- How will we provide privacy where we should?
- How will we ensure safety without being intrusive?
- How will we educate staff about privacy?
- How will we inform the public about privacy in libraries?
- How will we inform the public about library resources on privacy issues?
- How will we give users choices?

## Reviewing Your Policy

- Does your policy statement explain the difference between privacy and confidentiality in a library setting?
- Does your statement make clear the role of confidentiality in protecting intellectual freedom?
- Is the information to be protected listed: reference requests, information services, circulation & registration records, server and client computer logs?
- Have you included language to deal with unforeseen circumstances, like "including, but not limited to . . . "?
- Does your policy require that library users be notified whenever their PII is collected by the library and be told how to correct inaccurate information?
- Do you state who may or may not have access to patron information?
- Do you outline the specific conditions under which access may be granted? i.e., with a court order after good cause has been demonstrated?
- Do you list the procedure for adopting the policy?
- Are there provisions for notifying the public of the policy?
- Are exemptions, exceptions, or special conditions enumerated?
- Do you address needs unique to your library environment?
- If your library is part of a cooperative, automated library system, are there provisions for coordination with the other libraries in your system?
- Is the procedure outlined for responding to court orders of various types?
- Are the Library Bill of Rights, Statement on Professional Ethics, ALA Policy on the Confidentiality of Library Records, and state & local laws (where applicable) mentioned or acknowledged? Does your policy conform to these supporting documents?

# American Library Association Guidelines for Developing a Library Privacy Policy

## Appendix 1

### Model Privacy Policy

*(Note: This document represents an ideal privacy policy and should be used in conjunction with the ALA Guidelines for Developing a Library Privacy Policy. Many elements may not pertain to all libraries. Each section should be reviewed to reflect local policies and practices.)*

## I. Introduction

Privacy is essential to the exercise of free speech, free thought, and free association. In this library the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.

The courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution. Many states provide guarantees of privacy in their constitutions and statute law. Numerous decisions in case law have defined and extended rights to privacy. This library's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.



User rights—as well as our institution's responsibilities—outlined here are based in part on what are known in the United States as the five "Fair Information Practice Principles." These five principles outline the rights of Notice, Choice, Access, Security, and Enforcement.

Our commitment to your privacy and confidentiality has deep roots not only in law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics:

"We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

## II. [Your Institution's Name] Commitment to Our Users Rights of Privacy and Confidentiality

This privacy policy explains your privacy and confidentiality rights, the steps this library takes to respect and protect your privacy when you use library resources, and how we deal with personally identifiable information that we may collect from our users.

### 1. Notice & Openness

We affirm that our library users have the right of "notice"—to be informed about the policies governing the amount and retention of personally identifiable information, and about why that information is necessary for the provision of library services.

We post publicly and acknowledge openly the privacy and information-gathering policies of this library. Whenever policies change, notice of those changes is disseminated widely to our users.

In all cases we avoid creating unnecessary records, we avoid retaining records not needed for the fulfillment of the mission of the library, and we do not engage in practices that might place information on public view.

Information we may gather and retain about current and valid library users include the following (This list should be comprehensive, and should include locally relevant examples):

- User Registration Information
- Circulation Information
- Electronic Access Information
- Information Required to Provide Library Services

### 2. Choice & Consent

This policy explains our information practices and the choices you can make about the way the library collects and uses your information. We will not collect or retain your private and personally identifiable information without your consent. Further, if you consent to give us your personally identifiable information, we will keep it confidential and will not sell, license or disclose personal information to any third party without your consent, unless we are compelled to do so under the law or to comply with a court order.

If you wish to receive borrowing privileges, we must obtain certain information about you in order to provide you with a library account. When visiting our library's Web site and using our electronic services, you may choose to provide your name, e-mail address, library card barcode, phone number or home address.

You have the option of providing us with your e-mail address for the purpose of notifying you about your library account. You may request that we remove your e-mail address from your record at any time.

We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to prohibit such unrelated uses, unless we are compelled to do so under the law or to comply with a court order.

(For academic libraries) If you are affiliated with our university, the library automatically receives personally identifiable information to create and update your library account from the Registrar's Office (for students) or Human Resources (for employees).

### 3. Access by Users

Individuals who use library services that require the function and process of personally identifiable information are entitled to view and/or update their information. You may either view or update your personal information online or in person. In both instances, you may be asked to provide some sort of verification such as a pin number or identification card to ensure verification of identity.

The purpose of accessing and updating your personally identifiable information is to ensure that library operations can function properly. Such functions may include notification of overdue items, recalls, reminders, etc. The library will explain the process of accessing or updating your information so that all personally identifiable information is accurate and up to date.

### 4. Data Integrity & Security

*Data Integrity:* The data we collect and maintain at the library must be accurate and secure. We take reasonable steps to assure data integrity, including: using only reputable sources of data; providing our users access to your own personally identifiable data; updating data whenever possible; utilizing middleware authentication systems that authorize use without requiring personally identifiable information; destroying untimely data or converting it to anonymous form.

*Data Retention:* We protect personally identifiable information from unauthorized disclosure once it is no longer needed to manage library services. Information that should be regularly purged or shredded includes personally identifiable information on library resource use, material circulation history, and security/surveillance tapes and logs.

**Tracking Users:** We remove links between patron records and materials borrowed when items are returned and we delete records as soon as the original purpose for data collection has been satisfied. We permit in-house access to information in all formats without creating a data trail. Our library has invested in appropriate technology to protect the security of any personally identifiable information while it is in the library's custody, and we ensure that aggregate, summary data is stripped of personally identifiable information. We do not ask library visitors or Web site users to identify themselves or reveal any personal information unless they are borrowing materials, requesting special services, registering for programs or classes, or making remote use from outside the library of those portions of the Library's Web site restricted to registered borrowers under license agreements or other special arrangements. We discourage users from choosing passwords or PINs that could reveal their identity, including social security numbers. We regularly remove cookies, Web history, cached files, or other computer and Internet use records and other software code that is placed on our computers or networks.

**Third Party Security:** We ensure that our library's contracts, licenses, and offsite computer service arrangements reflect our policies and legal obligations concerning user privacy and confidentiality. Should a third party require access to our users' personally identifiable information, our agreements address appropriate restrictions on the use, aggregation, dissemination, and sale of that information, particularly information about minors. In circumstances in which there is a risk that personally identifiable information may be disclosed, we will warn our users. When connecting to licensed databases outside the library, we release only information that authenticates users as "members of our community." Nevertheless, we advise users of the limits to library privacy protection when accessing remote sites.

**Cookies:** Users of networked computers will need to enable cookies in order to access a number of resources available through the library. A cookie is a small file sent to the browser by a Web site each time that site is visited. Cookies are stored on the user's computer and can potentially transmit personal information. Cookies are often used to remember information about preferences and pages visited. You can refuse to accept cookies, can disable cookies, and remove cookies from your hard drive. Our Library servers use cookies solely to verify that a person is an authorized user in order to allow access to licensed library resources and to customize Web pages to that user's specification. Cookies sent by our Library servers will disappear when the user's computer browser is closed. We will not share cookies information with external third parties.

**Security Measures:** Our security measures involve both managerial and technical policies and procedures to protect against loss and the unauthorized access, destruction, use, or disclosure of the data. Our managerial measures include internal organizational procedures that limit access to data and ensure that those individuals with access do not utilize the data for unauthorized purposes. Our technical security measures to prevent unauthorized access include encryption in the transmission and storage of data; limits on access through use of passwords; and storage of data on secure servers or computers that are inaccessible from a modem or network connection.

**Staff access to personal data:** We permit only authorized Library staff with assigned confidential passwords to access personal data stored in the Library's computer system for the purpose of performing library work. We will not disclose any personal data we collect from you to any other party except where required by law or to fulfill an individual user's service request. The Library does not sell or lease users' personal information to companies, universities, or individuals.

## 5. Enforcement & Redress

Our library will not share data on individuals with third parties unless required by law. We conduct regular privacy audits in order to ensure that all library programs and services are enforcing our privacy policy. Library users who have questions, concerns, or complaints about the library's handling of their privacy and confidentiality rights should file written comments with the Director of the Library. We will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures.

We authorize only the Library Director and our Library Privacy Officer to receive or comply with requests from law enforcement officers; we confer with our legal counsel before determining the proper response. We will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form. We have trained all library staff and volunteers to refer any law enforcement inquiries to library administrators.

# American Library Association

## Guidelines for Developing a Library Privacy Policy

### Appendix 2

#### Conducting a Privacy Audit

August 2003

**Definition and Purpose:** A privacy audit is a technique for assuring that an organization's goals and promises of privacy and confidentiality are supported by its practices, thereby protecting confidential information from abuse and the organization from liability and public relations problems. An audit ensures that information processing procedures meet privacy requirements by examining how information about library users and employees is collected, stored, shared, used and destroyed. Privacy auditing is a process, not a one-time solution, as services, data needs, and technology change. A designated Privacy Officer may lead the audit, but all stakeholders and aspects of privacy need to be represented, from information technology to public relations. The audit process needs to be capable of dealing with the full extent of the information system. When a library is part of a larger organization that is conducting a privacy audit, specific library issues and needs must be included.

The audit process begins by evaluating the organization's existing policies and procedures for legality and consistency with the organization's mission and image. When policies have been reviewed (or established), the data collected can be categorized according to the degree of security necessary. The audit assesses the sensitivity, security risks, and public perceptions of the information the organization collects. The audit examines the necessity for each type of data, how it is collected, and what notice and options are provided to the individuals identified by the information. Mapping how data flows through the organization for access, storage, and disposal can reveal security needs, both electronic and physical. The audit process itself must be managed so that it does not increase risks and its recommendations must be addressed quickly once risks are revealed.

#### A privacy audit provides a library with an opportunity to examine:

- How privacy matters are handled at all levels.
- The flow and storage of data.

- The role data plays within the organization.
- Staff training about privacy matters.
- Existing and needed privacy policies.

## What to Audit for Personally Identifiable Information:

(Based on: Karen Coyle, "Make Sure You Are Privacy Literate" 10/1/2002, Library Journal, v.127, #16: <http://libraryjournal.reviewsnews.com/index.asp?layout=article&articleid=CA245045> —reprinted with permission)

- Patron Records
- Circulation transaction logs
- Overdue and billing records
- Document delivery and interlibrary loan transactions
- Records of access to electronic reserves
- Records that support personalized services
- Search histories saved beyond a session
- Saved searches and sets
- SDI profiles
- Files/logs of previous electronic reference queries and answers
- System logs
- OPAC search logs
- Library Web server logs, including proxy servers
- Mail message files
- Mail server logs
- Public workstations
- Browser caches, including history files
- Cookies and certificates
- Browser bookmarks
- Paper sign-up sheets
- Licensed services
- Shared computer systems and servers
- Back up tapes stored locally and off site
- Remote Web sites, including content providers, outsourced Web hosting, proxy servers, etc.
- Personalization profiles and other service offers for personal information
- Usage statistics.
- Signed Internet/e-mail acceptable use agreements

## Selected Sources:

- California Digital Library, [SOPAG Privacy Audit and Guidelines](#)
- Karen Coyle, "[Make Sure You Are Privacy Literate](#)," Library Journal, v. 127, #16, October 1, 2002 (last accessed June 6, 2003).
- Karen Coyle, [Privacy and Library Systems Before & After 9/11](#), 2002.
- Keith P. Enright, [Privacy Audit Checklist](#), 2001.
- David H. Flaherty, [How To Do A Privacy And Freedom Of Information Act Site Visit](#), 2001.
- Pamela Jerskey, Ivy Dodge, and Sanford Sherizen, [The Privacy Audit: a Primer](#), 1998.
- Texas Department of Information Resources, [Privacy Issues Involved in Electronic Government](#), 2000.

## American Library Association

### Guidelines for Developing a Library Privacy Policy

## Appendix 3

### Sample Library Privacy and Confidentiality Policies

August 2003

(Add your library's newly revised privacy policy by contacting [Nanette Perez](mailto:nperetz@ala.org), ALA Office for Intellectual Freedom, [nperetz@ala.org](mailto:nperetz@ala.org). Be sure to include the URL.)

## Public Libraries

[Brooklyn Public Library](#)

[Cleveland Heights-University Heights Public Library](#)

[Fort Vancouver Regional Library District](#)

[Kansas City Public Library](#)

[Madison, WI, Public Library](#)

[Mill County Public Library](#)

[Minneapolis Public Library](#)

[Multnomah County's statement](#)

[New York Public Library](#)

[SIBL e-Reference](#)

[Paulding Co. Ohio USA PATRIOT Act policy](#)

[Queensboro Public Library](#)

[Santa Clara City Public Library](#)

[Santa Cruz Public Library](#)

[Seattle Public Library](#)

[Spokane County](#)

## Academic and Research Libraries

[Amherst College](#)

[California Digital Library](#)

[Carleton College \(scroll to bottom of page\)](#)

[College of St. Catherine](#)

[Colorado State University Library](#)

[Drake University](#)

[Duke University](#)

[Florida State University](#)

[Illinois Institute of Technology](#)

[Indiana University - Purdue](#)

[Jimmy Carter Library Web Site Privacy Statement](#)

[John Carroll University](#)

[Lake Michigan College](#)

[Salem College](#)

[Syracuse University](#)

[University of Michigan](#)

[University of Michigan - Dearborn](#)

[University of Texas - Southwestern Medical Center](#)

[Vanderbilt University](#)

## School Libraries

Many school districts have policies on the confidentiality of library records, Internet use that include privacy statements, e-mail, student use agreements, and other statements that outline guidelines for ensuring privacy and confidentiality of personally identifiable information of students and teachers.

## Library Associations

[American Library Association](#)

[American Library Association Privacy Statement, April 3, 2003.](#)

[California Library Association](#)

[Illinois Library Association](#)

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Adopted by the ALA Intellectual Freedom Committee, August 2003; revised March 5, 2005.

The ALA Intellectual Freedom Committee welcomes feedback from librarians utilizing these guidelines to develop and revise their library privacy policies. Please send comments to: [Nanette Perez, ALA Office for Intellectual Freedom, nperez@ala.org.](mailto:Nanette.Perez@ala.org)

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Links to non-ALA sites have been provided because these sites may have information of interest. Neither the American Library Association nor the Office for Intellectual Freedom necessarily endorses the views expressed or the facts presented on these sites; and furthermore, ALA and OIF do not endorse any commercial products that may be advertised or available on these sites.

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[ALA Privacy Tool Kit](#)

Guidelines for Developing a Library Privacy Policy revised March 5, 2005

- [Guidelines for Developing a Library Privacy Policy](#)
- [Guidelines for Developing a Library Privacy Policy \(DOC\)](#)