

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

**Library Bidwell Forum**

**December 17, 2007**  
**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**

4.1 Minutes of meeting of November 19, 2007- **action item**, Encl., page 1

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

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

**6. UNFINISHED BUSINESS - NONE**

**7. NEW BUSINESS**

7.1 Mid-year review of goals 2007/2008, Encl., page 22  
*Weed-Brown to lead*

7.2 Fine-free Period – action item, Encl., page 25  
*Weed-Brown to lead*

7.3 Library Events Calendar, Encl., page 26

*A calendar of library or significant community events that include library staff participation. All or some of other Board members might choose to participate, no action is required*

**8. BOARD MEMBER ITEMS**

8.1 Agenda Planning Calendar, Encl., page 27  
*Plans for future meetings to be discussed*

8.2 Board member items

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

**9. ADJOURNMENT**

**4.**

**Consent  
Calendar**

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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 19, 2007  
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 Jim Theel.

Board members Present: Jim Theel, Mike Conway, Sylvia Slakey, Tricia Gomer, Debbie Deal

Board Members Absent: None

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

**2. PUBLIC COMMENT PERIOD**

There was no public to comment.

**3. ADOPTION OF AGENDA**

There were no changes to the order of the agenda.

**4. CONSENT CALENDAR**

**It was MSC (Conway/Deal) to approve Minutes of meeting of October 15, 2007.**

**5. REPORT OF LIBRARY DIRECTOR**

Weed-Brown noted that a sign has been placed in the lobby publicizing the Library Board meeting, as had been requested by the Library Board. Theel pointed out that four lights on the Plaza are not working. Weed-Brown thanked Theel and said she will forward the information to Public Works.

Weed-Brown stated that the process of purchasing new chairs is moving forward. She showed the Board a sample of the wood selected for the chairs, as well as the top picks for the fabric. Weed-Brown added that she ordered more samples, as some staff liked the pattern of one of the fabrics, but not the color. Following discussion on the different fabrics, it was determined that the Board liked the green and coral fabric.

Theel asked for an update on the city's new employee recognition program. Weed-Brown stated that she brought the merit coupons, which she recently received, for the Board to see. It is her understanding that the coupons are to be made available at the counters for the public to use; however, no directive has been received. Weed-Brown stated that staff will create an informational sign for the public, which will be placed on the counters with the merit coupons. She added that Susan Baux, Executive Assistant, is the program coordinator. Weed-Brown will discuss with staff whether they want to continue the Library's Star Service Awards Program. If so, solutions will need to be found to combine it with the city-wide program. She added that the library has always provided excellent customer service. Therefore any improvement or recognition of good service is not going to be noticed as much. Weed-Brown gave the Board an overview of the city-wide program. She pointed out that the merit coupons can be used

to recognize full and part-time staff, whereas the employee award of excellence program and the exceptional service adjustment can only be used to recognize full-time staff. Weed-Brown offered to e-mail the complete recognition program to all Board members.

Weed-Brown reported that Pankow discussed the Hands fundraiser and the cost of adult hands with the Foundation. The Foundation felt the cost is appropriate for what they are trying to accomplish. Weed-Brown noted that mailers advertising the Hands fundraiser will be sent out. Local service organizations have already been contacted and so far Rotary has purchased a Hand. Weed-Brown estimated that \$10,000 worth of Hands have been sold up to this point.

The Board commented on the library events pictures that were added to this month's department monthly report. The trustees enjoyed seeing the pictures and Weed-Brown indicated that they will be a permanent addition to the department monthly report. Deal commented that the Fall Open House and Creepy Cuisine events were very nice. Theel stated that he was positively surprised at the high turnout for the Dead Sea Scrolls lecture. Weed-Brown agreed that it was a great turnout. She added that the library mailed flyers of the event to all Glendora churches. This targeted PR seemed to be very effective. She commented on how certain library events do not bring the audience that was expected and other events, such as the Dead Sea Scrolls, are a big success. Weed-Brown commented that Senior Librarian Stone has some interesting ideas that staff will follow up on.

Weed-Brown stated that Glendora High School students will be offering gift wrapping at Barnes and Noble the day of the Library's book fair. Conway stated that St. Lucy's students volunteer for many different things. He suggested contacting them in the future if volunteers are needed for library-related events. Weed-Brown thanked Conway for the information.

Gomer requested additional information regarding the delay of the Library Expansion project. Weed-Brown explained that the first set of drawings did not reflect the project as it had been envisioned. Necessary revisions and the increased lead time now required to get items on the City Council agenda have delayed the project. The project is at least six weeks behind schedule at this point.

**6. UNFINISHED BUSINESS**

**6.1 Library Board Staff Appreciation Proposal**

Deal reminded the Board that the Library Board's staff recognition will take place on April 15, 2008, which is National Library Workers Day. The Board reviewed and discussed Deal's proposal. Deal asked whether the Foundation should be involved in this event. Following discussion, the Board decided that this event should be put on by the Board of Trustees.

**It was MSC (Gomer/Slakey) to adopt proposal # 4 to thank library staff on National Library Workers Day, April 15.**

It was decided that lunch should take place between 11:30 a.m. and 1:30 p.m. Deal noted that although not all part-timers will be scheduled to work, everyone will be

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invited. Deal thanked the Board for their support. Weed-Brown added that staff will appreciate the Board's efforts.

## 7. NEW BUSINESS

### 7.1 Budget Priorities for Fiscal Year 08/09 – initial discussion

The Board and Weed-Brown reviewed the list of items to be considered for the budget planning process for FY 2008/2009. Weed-Brown asked the Board to let her know about any priorities or additions for next year's budget planning. She noted that library staff needs to communicate with Public Works to coordinate some of the projects, such as the replacement of the boiler and fire panel.

Weed-Brown stated that the management team identified issues that need to be addressed. It is unsure how much will be accomplished next fiscal year. Deal stated that any safety-related issues on the list should be addressed first. Theel felt that Public Works should handle facility related issues. Conway stated that some things, such as the exterior doors, should just be replaced instead of being fixed over and over again.

Weed-Brown stated that some study tables are purchased every year. The plan for FY 08/09 is to locate modern, space-saving tables that create additional seating options for patrons. She highlighted some items on the list that were rescinded this fiscal year, such as the book stack ends and the improvements to the Forum. In response to a question from Conway, Weed-Brown replied that she was unsure of the exact cost for new AV equipment for the Forum. Weed-Brown stated that the carpet in the Support Services staff area was originally going to be replaced this year, but instead it was decided to expand the scope of the main floor carpet being replaced this year to include the worn blue carpet on the west side in the public area.

Staff has been receiving increased requests to add more electrical outlets in the middle of the library. Baffigo is currently researching pricing to add more outlets. Although this project was not budgeted for this fiscal year, it makes sense to add the electrical lines while the carpet is being replaced. Electrical outlets were already added back in September to the east and north wall by the study carrels. Weed-Brown stated that the amount of lines to be added depends on the cost. If only one line can be added at this time, additional lines will be added at a later time. Discussion ensued on the electrical load capacity of the library, as well as the electrical needs of the expansion and the library. Theel commented that outlets throughout the center of the library would be nice. Weed-Brown stated there are some outlets located in the floor by the old reference desk that would be part of the new line.

### 7.2 Carpet Replacement Impact on library hours – action item

Gomer felt that staff researched all possible scenarios. She suggested following the City's Risk Manager's recommendations and closing the library for the carpet replacement. She requested that staff provide patrons with information on available libraries if patrons absolutely need to use a library during the closure.

Weed-Brown said that the management team made an effort to think of all possibilities. It is not unreasonable to close for the entire week considering the amount of work that needs to get accomplished. She added that the time between Christmas and New Year seems to be the best time to close, when school is out and many families are either out

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of town or otherwise busy. Weed-Brown stated that even if the library stayed open during the carpet replacement, many parts of the collection would not be available. She asked the Board to make the final decision.

Theel commented on the impact that the library closure will have on the community. He stated that he reviewed the project with Baffigo. Theel felt that given the amount of work that needs to be done, closing the library is the only option. He suggested that Baffigo confirm that the installers are ready to start work at the library the day after Christmas.

**It was MSC (Deal/Gomer) to close the library starting Monday, December 24, 2007 to January 1, 2008 for installation of carpet and other needed projects.**

### 7.3 Library Events Calendar

The Board reviewed the events calendar. Theel commented that the APU book fair at Barnes & Noble lasted longer than one day. Weed-Brown stated that she would forward this information to Pankow so it can be verified whether this will be the case with the library's book fair. Theel pointed out the Gingerbread houses event scheduled for December 6 and December 8.

## 8. BOARD MEMBER ITEMS

### 8.1 Agenda Planning Calendar

Weed-Brown stated that the Children's policy will be on the January Board meeting agenda. Deal offered to bring menu ideas for the staff appreciation event to discuss at the January meeting.

### 8.2 Board Member Items

Gomer stated that she enjoyed the music, coffee and cookies at the Library's Fall Open House. She also attended Creepy Cuisine and Spooky Stories. The children had a great time. It is a fun fall.

Deal stated that she attended Creepy Cuisine. The Open House was very nice and the jazz music was really good. Fall events have been fun to attend.

Weed-Brown stated that staff organized a farewell party for Pam Cameron. It was a potluck and everyone enjoyed it.

Slakey stated that she enjoyed reading at Spooky Stories. She enjoyed the Dead Sea Scrolls event and the Fall Open House.

Theel stated that he and his wife are moving ahead on building their house.

Conway stated that the fall activities were very nice.

There being no further business, the meeting adjourned at 8:27 p.m.

Respectfully Submitted,  
Robin Weed-Brown, Library Director

\*The above minutes are subject to the Library Board's additions or corrections and final approval.

**5.**

**Report of  
Library  
Director**



Glendora Public Library  
(626) 852-4891

140 S. Glendora Ave.  
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Glendora, CA 91741

## MEMO

To: Board of Library Trustees

From: Library Director *R. B.*

CC: City Manager

Date: December 19, 2007

Re: Director's Report

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### Community

Through the efforts of the Friends Foundation, there were two book fairs held in support of the library in partnership with the Blue Chair Children's bookstore, Nov. 17, and Barnes and Noble, Dec. 4. Library staff was on hand as well offering story-times, working with the bookstore staff and one even included an author visit.

A presentation on library services was made at the Glendora Rotary Club by Anne Pankow and Cindy Romero in November. I received many comments from club members on how wonderful their presentation was. Many were surprised by the variety of programs we offer and the large numbers our summer reading clubs draw. Congratulations Anne and Cindy!

Our annual gingerbread house craft, held on Thur. Dec 6 and Sat. Dec. 8, drew its usual record numbers of children! Over 100 children attended on Thursday plus parents, grandparents and caregivers with similar numbers on Saturday. Our children's staff did a great job handling the crowds with help from teen volunteers and two Trustees-Sylvia and Tricia-thank you! Santa visited our story times on Dec. 11 and 12-always a great event!

The library is gearing up for our carpet project. Signs, flyers, bookmarks, web notices, cable notices, email notices to area libraries have all gone out. Staff has worked hard to get the message out regarding our closure dates! The trenching project for additional electrical outlets was done over the weekend of Dec 16-17. Public Works Director Dave Davies had an electrical engineer evaluate the electrical load capacity of the library-both current and future (expansion) needs. We are waiting for the report.

The children's room expansion project has been pushed back. Delays stem from the CIP re-evaluation that was done this past fall that put all city projects on hold temporarily. It is hoped that specs will go to the city council for approval in January, February at the latest. Then 30 days for bids and then construction can start-perhaps late March or early April. It is doubtful at this point that the entire project will be done by the start of our summer reading festivities. Final changes in the main children's room may have to wait until after SRC 2008 to be accomplished.

An upgrade to our automation system, Polaris, is scheduled for Dec. 17<sup>th</sup>. With their headquarters on the east coast we are hoping to be up and running by the time we open here-if all goes well.

We have been seeing an escalation in problems with our teens the last couple of months. In step with the 80/20 rule, 80% of our problems are being created by 20% of the kids. Staff is working on solutions. We will incorporate them if appropriate into the policy on youth that we are bringing to you at the January meeting. I will share more details at our meeting.

Our two laptops for our pilot lending project have been ordered. Delivery is expected the first week in January.

Our 6 new comfy chairs and 2 end tables have been ordered and are expected around the end of February-we went with the green fabric.



Staff

Staff schedules during our closure have been worked out. Only a few staff members will be working on Wed. Dec 26 and Thursday Dec. 27<sup>th</sup>. Staff that is here will be working upstairs in the Development Office. This will minimize exposure to dust, fumes, and safety hazards. All hands will be on deck before and after those two days to handle break down and set up of the library.

We have a new staff member joining us as a Library Technician on Dec. 17<sup>th</sup>- Jason Crelencia. Welcome Jason!

Sujata Israni has been promoted to Library Aide II-congratulations Sujata!

In the Page area, we said goodbye to Vinay and welcome to Megan Wright.

Thanks to Carlos' persistence, our microform reader/printer is working properly again-thank you Carlos!

Our library staff holiday party was held on Dec.13<sup>th</sup>-we had a great turnout and a good time was had by all!

Director

Once again I am in debt to my staff and management team for carrying on in my absence while I was away caring for my sister.

An interesting report was released by the ICMA (International City/County Management Association): "Local Government Managers and Public Libraries: partners for a better community". I have attached a copy for your information.

On Dec. 11 I was at the La Fetra Senior Center serving them Christmas lunch as part of our Rotary Club. This is one of my favorite events that the club sponsors.

On Dec. 12<sup>th</sup> I watched a webinar on a product called LibraryThing. It is a way to make our catalog more interactive for our library patrons-the phrase used is 'social data'. I have included an article that discusses readers' advisory tools, including LibraryThing to help you get a broader understanding regarding this type of product. Our library already uses tools from Syndetic Solutions which is also mentioned in the article. There is a discount for LibraryThing through our membership in the Califa consortium until the end of December. This also ties in with our exploration of 2.0 library applications which you will see is in our goals for this year.

I attended the City's social Christmas dinner on Sat. Dec. 8<sup>th</sup>. It was held at the Pomona Valley Mining Company. The City Manager's potluck is being held in Bidwell on Dec. 18<sup>th</sup>. Department heads supply the main entrée. Department heads joined the City Manager and City Council at a team building and goal setting workshop on Dec. 7.

**Next Board Meeting: January 28, 2008—please note the modified date- the 4<sup>th</sup> Monday in December due to the MLK Jr. Holiday.**

## ICMA Management Perspective

October 2007

# Local Government Managers and Public Libraries: Partners for a Better Community

### Managers Can Strategically Use Their Public Libraries to Achieve Community Priorities

Once considered quiet havens for study and research, modern public libraries are creating a new niche for themselves in community life. From bridging the digital divide to offering solutions to societal challenges, the public library has evolved into the essential “go to” facility for young and old alike—both physically and in cyberspace.

How effective libraries are in achieving their potential varies depending on how connected they are to the needs and opportunities within a community. Local government managers can play a critical role in helping libraries understand and fulfill community needs and obtain resources necessary for success.

One potential barrier to library effectiveness and integration with the local government is the variation in governance structures for the management of libraries. Not all library directors report to the local government manager. The library may

have a separate authority or board, may be part of a regional entity, or may provide services under a contract. Regardless of the governance structure, libraries are essential to communities, making it vitally important that managers and library directors form strategic partnerships to provide dynamic and responsive community support services. “The central question we have before us is how to connect the library with the local government. One of our core responsibilities as managers within a community is to connect the dots, horizontally and vertically,

in order to achieve the community’s strategic objectives. We as managers need to think of public libraries as partners in this effort,” said Ron Carlee, county manager, Arlington County, Virginia.

Libraries can easily be overlooked or forgotten in local government strategic planning processes. Because of the “discretionary” nature of library services, they may also be among the last to be considered in annual budgeting and programming cycles. Yet time after time, libraries are rated very highly in the measurement of service quality in

#### ICMA Local Government and Public Libraries Partnership Initiative—Advisory Committee

Members of the ICMA Local Government and Public Libraries Partnership Initiative Advisory Committee are committed to gaining and promoting an understanding of the role and value of the modern public library. Composed of 25 members from communities all across the United States, the initiative’s advisory committee includes local government managers and public librarians. With a diversity of community size, type, and geographic location represented, the advisory committee provides the experience and reality check for ICMA and the Gates Foundation to explore the role of managers for the 21st century library. On August 16 and 17, 2007, at the Harold Washington Library Center in downtown Chicago, the committee met to discuss how local governments and public libraries can partner to improve communities. To see a full list of committee members, go to [icma.org/public\\_libraries](http://icma.org/public_libraries).

customer satisfaction surveys. The credibility that libraries have with residents provides a strong platform for their expanded roles. Al Roder, city administrator of Northfield, Minnesota, suggests that the challenge is to view libraries as a core “essential” function of local government. Libraries will thrive and find new and innovative ways to serve the community with the support and leadership role of the manager.

ICMA has formed an advisory committee designed to enable managers to explore their role as advocates for public libraries and as partners in enhancing community quality of life and sustainability, one of ICMA’s long-term priorities. Members of the Advisory Committee for the ICMA Local Government and Public Libraries Partnership Initiative, funded by the Bill & Melinda Gates Foundation, will also work to increase awareness among other local government officials.

### Manager’s role in supporting libraries

While the governance structure of a library strongly influences its relationship with the local government, its work still needs to be integrated with that of the broader community. In order to achieve such integration, the group defined the roles that the local government manager can take to provide greater support to public libraries.

**Strategic Planning.** The local government manager has one of the most comprehensive views of the community’s vision and future available. As such, he or she can play a pivotal role in advising the library director on how the library’s goals can best complement and reinforce the larger goals of the community. In particular, the manager can help the librarian determine if

the library’s mission is consistent with that of the local government’s. He or she can remove barriers to productive partnerships within the local government organization and encourage other departments, such as parks and recreation or social services, to work in conjunction with the library on projects. Finally, the local government manager can help align the library’s efforts to provide Internet access with the broader communication needs of the community, for example, offering WiFi access.

**Funding.** Managers have a clear role in insuring that libraries have an adequate and dependable source of funding, as well as a seat at the table when budgets are being prepared. They can also help libraries gain nontraditional sources of funding. As libraries’ roles evolve within the community, it makes sense that their ability to leverage resources with other local government departments that share the library’s mission may become more commonplace. And, by showcasing and celebrating the important contributions of local libraries, managers can help librarians attract funding from philanthropic, non-profit, and for-profit organizations.

**Public Support.** By publicly promoting library programs and services, the manager draws community attention to the importance of the library and its contribution to overall quality of life. For example, by reading to kids during a library’s story-time program, the manager lets the community and the library know he or she recognizes its worth. The manager can also function as a coach and mentor to the library director in garnering better community support—whether or not the library director reports to the manager. The manager can provide critical

opportunities for libraries to educate elected officials and residents about their work in public meetings, particularly helping them to do so in a meaningful way and using concise language. Likewise, managers can communicate with the library’s board of trustees to educate them on the needs of the community and facilitate communication and increased interaction with elected officials.

**Accountability.** Just as all local government departments must be accountable for the work they do, so, too, are public libraries. By listening and better understanding the library’s priorities, local government managers can assist library directors align their programs with the broad goals of the local government. Local government managers can help identify relevant performance indicators for the library and assure that the needs of all ages and other population groups within the community are being addressed.

### The role libraries play and value they bring to a community

Michael Bryan, director of the Seminole Community Library in Florida, describes libraries as “the manifestation of democracy.” As the most visible, physical symbol of a government’s civic presence, libraries provide free and open access to knowledge and services to all residents regardless of income, race, and/or age. They are a neutral, respected gateway to information, a safe “third place”—a space between work and home—with equal access for all community members.

**The Third Place.** Libraries provide services for people of all ages and

needs. Seniors use the library as a social center, young children as a place to develop a love for reading and learning, and teenagers go there to study, use technology, and engage in constructive, fun activities. For new immigrants, libraries offer a means to learn about their new community and the local culture, or learn English. Libraries are a neutral haven where all people can feel comfortable and safe. Libraries can also provide a place to communicate information about local government programs, showcase local artists, and encourage civic engagement and discourse. Libraries function as a cultural center that celebrates diversity in the community.

**Building Communities.** Libraries are viable partners in community development projects and anchors for new retail centers and residential development. Libraries provide stability in neighborhoods, as well as symbolize positive change and local commitment when new facilities are built. They provide a means for individual residents and businesses to connect to their immediate community, as well as to the global world. Libraries are fundamental social and economic connectors in every neighborhood where they reside.

**Education, Workforce, and Business Enhancement.** According to a recent Urban Libraries Council report, Making Communities Stronger, libraries are contributing to their communities in many new and innovative ways. Libraries encourage literacy within the community in the broadest sense of the word. Early literacy programs help parents and child-care providers prepare children of all income levels for school. Adult programs build an educated workforce. Libraries facilitate workforce development by providing access to the Internet and technology training that helps local

residents learn new skills and apply for jobs. Many libraries are also offering technical assistance programs for small businesses.

**Change Agent.** Libraries are a focal point for neighborhood change. Several Chicago Public Library branches, have bridged affluent and previously blighted neighborhoods, helping to create new economic development, along with a safer, more stable community.

*Libraries have become much louder places, just out of necessity, because people in neighborhoods need a library to be that third place, the place where they can come to find answers to questions they have.*

Amy Eshleman, Assistant Commissioner  
Chicago Public Library

In short, libraries can be important partners for local governments in improving the quality of residents' lives and increasing opportunities for all. Pete Giacomini, director of the Davis County Library in Utah, emphasizes the need for partnership, noting, "Equal effort is required on both sides. The local government manager and the library director must have a shared sense of excellence and be willing to work cooperatively with each other to provide services for the community."

### **The changing roles of public libraries**

Libraries are a dynamic resource and play many roles in their com-

munity. They are no longer just a place to get books and quietly study. Community needs are evolving and libraries are changing with them. And libraries function inside and outside their four walls through literacy programs and bookmobiles, and form nontraditional partnerships with other government departments to better serve residents.

The rise of the Internet has turned libraries into a communication hub for everyone. The Chicago Public Library recognizes that 50 percent of their patrons come for Internet access. Adults and children without computers come to the library and learn to use the technology. Many libraries offer free WiFi, giving business people and students another place to work. Visitors and tourists are able to come in and check their e-mail. The Internet allows libraries to provide access to critical information and databases required by residents 24 hours a day/7 days a week. In Arlington County, Virginia, use of the library's Web site makes it the second largest branch in the system by use—all in a "virtual" world.

Libraries are designing and implementing unique ways to reach a tough community demographic—teenagers. Some offer gaming programs where teens can come in and use library computers for games with the provision that they also check out and read books. In Casper, Wyoming, City Manager Tom Forslund reported the public library has started to do prevention work to address two of that community's most pressing issues—drug abuse and high school drop-out rates. And from the Mathews Memorial Library in Mathews, Virginia, to the Carson City Library in Nevada, teens packed their public libraries for rock concerts.

## Governance and community partnership models for libraries

There are many governance structures for libraries. Some library directors are on municipal executive management teams and report directly to the local government manager, others report to an appointed library board of directors, and several unique models were described at the advisory committee meeting, such as the two below.

The municipal library in South Burlington, Vermont, is physically located in the public high school and shares facilities with the high school library. The two libraries have separate budgets, with the public library paying the school \$75,000 per year for rent, utilities, and technology. The school provides IT and janitorial services,

while the municipal library provides most of the collection. The libraries have separate staffs, including two chief librarians who work together, one reporting to the school superintendent and the other reporting to the city manager. This relationship has been in place for over 30 years and works well for the community.

Corning, New York, and seven surrounding municipalities have created a public-private partnership with Three Rivers Development, a private, nonprofit economic development organization. A ten-year agreement was reached seven years ago to change the Corning Library to a free association library. The library became a nonprofit organization under the state education law. Three Rivers Development owns the library building and leases the space to the library; they are also the main funder of the library's endowment and the municipalities pay the

operating costs through their negotiated contracts. The municipalities' contracts define what services Three Rivers Development will provide and the cost of those services. The library's board of directors is made up of members appointed by the municipalities and Three Rivers Development.

### Next steps

Local government managers across the United States need to have a greater awareness and understanding of the traditional, evolving, and potential role of libraries in the community. As this role continues to change and mature over time, local government managers need new information and tools to better integrate the work of libraries in helping to realize broader community goals. The advisory committee will be working in the coming months to develop a proposed plan for addressing these needs.

### About ICMA

ICMA is the premier local government leadership and management organization. Its mission is to create excellence in local governance by developing and advancing professional management of local government worldwide. ICMA provides member support; publications, data, and information; peer and results-oriented assistance; and training and professional development to nearly 9,000 city, town, and county experts and other individuals and organizations throughout the world.

The logo for ICMA, consisting of the letters 'ICMA' in a bold, blue, sans-serif font.

*Leaders at the Core of Better Communities*

### About the Bill & Melinda Gates Foundation

Guided by the belief that every life has equal value, the Bill & Melinda Gates Foundation works to help all people lead healthy, productive lives. In developing countries, it focuses on improving people's health and giving them the chance to lift themselves out of hunger and extreme poverty. In the United States, it seeks to ensure that all people—especially those with the fewest resources—have access to the opportunities they need to succeed in school and life. More information is available at: [www.gatesfoundation.org](http://www.gatesfoundation.org).

### U.S. Libraries Initiative

Computers and Internet connections have become an essential part of daily life in the United States. Millions of people, many of them in low-income communities, rely on public libraries for access to these technical tools and training. The foundation's goal is to help libraries continue to provide these services for the people who need them most.

# 2.0 FOR READ

Online innovations reinvent how we use a classic RA tool—annotations  
By Neal Wyatt

Imagine facing a reader who asks for book suggestions based on the newest cutting-edge slipstream novel by an author you have never heard of. You don't even know if your library owns the title, but you gamely look it up in the catalog... only to discover that not only do you own it, but your *sf/fantasy* expert has entered some read-alike suggestions and provided a brief comment on the major appeals of the genre. In addition, patrons have tagged the book with a range of descriptors, submitted their own reader reviews and reading suggestions, and given the book five stars. Suddenly, you know a great deal more about this book and can not only make some better informed suggestions but can also invite the patron to join in the dialog by submitting comments, reviews, and ratings. This day is not far away in the future of readers' advisory (RA) services.

The world of RA is embracing many of the tools that collectively are referred to as Library 2.0. Surprised? Don't be. After all, RA has long shared many of the beliefs supported by Library 2.0—well before there even was such a thing—including conversations with readers, valuing and empowering the experience of the reader, and near constant reevaluation of RA services.

Nowhere is this more evident than in the rebirth and adaptation of the annotation—a tool to help librarians remember books in an RA context. For years RA librarians have either kept some type of anno-

tation on books they have read or felt guilty that they have not. Now, with online tools and upgrades to library catalogs, many RA librarians are ditching the guilt in favor of a new method of creating annotations—and are discovering an increasingly collaborative RA community as they enable a new wave of user-created content.

## The 1.0 annotation

Annotations are notes taken about both the content and the substance of a title—kept in notebooks, on index cards, as word processing documents, or in a database or spreadsheet. These full-fledged RA documents record author, title, number of pages, geographic setting, time period, subject headings, series notes, appeal elements, plot summary, a brief descriptive sentence suitable for use on a book list, similar authors, and lists of read-alikes and read-arounds. It can take an hour or more to craft a complete annotation, which explains why so few RA librarians fully annotate every title they read. In practice, annotations have evolved from this exhaustive recap to variations that include much less detailed notes or even a simple list of books read.

## The Library 2.0 factor

Currently, this old-school annotation is undergoing a transformation, thanks to the tools and applications of Library 2.0. As Michael Casey and Laura Savastinuk define it, a Library 2.0 service is one “that successfully reaches users, is evaluated frequently, and makes use of customer input” (see “Library 2.0: Service for the Next-

*LJ's Redefining RA series* explores the transformations taking place in readers' advisory owing to philosophical shifts in RA as well as the tech innovations that enable them. Previous articles in the series are “Reading Maps Remake RA” (*LJ* 11/1/06, p. 38), “Exploring Nonfiction” (*LJ* 2/15/07, p. 32), and “An RA Big Think” (*LJ* 7/07, p. 41). Look for future articles in the series in 2008.

Neal Wyatt, a Readers' Advisory and Collection Development Librarian, writes and edits *LJ's The Reader's Shelf* column and compiles *LJ's online Wyatt's World*. She is the author of *The Readers' Advisory Guide to Nonfiction* (ALA Editions)

Generation Library," *LJ* 9/1/06, p. 40–42). The entire point of RA is to reach readers. The very act of RA, suggesting titles, getting feedback on those suggestions, and using that feedback—in conversation with the reader—to adapt, retool, and refine additional suggestions is a highly evolved process of frequent, if not constant, evaluation and use of reader input.

Library 2.0 applied to RA means that our core service—fostering connections and discussions about items in our collections—can be enhanced and adapted by social technology. Library 2.0 tools play to the strengths of RA work and can deepen and broaden the interaction, introduce new ways of connecting books to other items, and enable librarians to enlist the entire community of readers in the collaborative creation

# ERS

of RA services for everyone. This is happening most quickly through a revisioning of what annotations are, where they exist, and who creates and uses them.

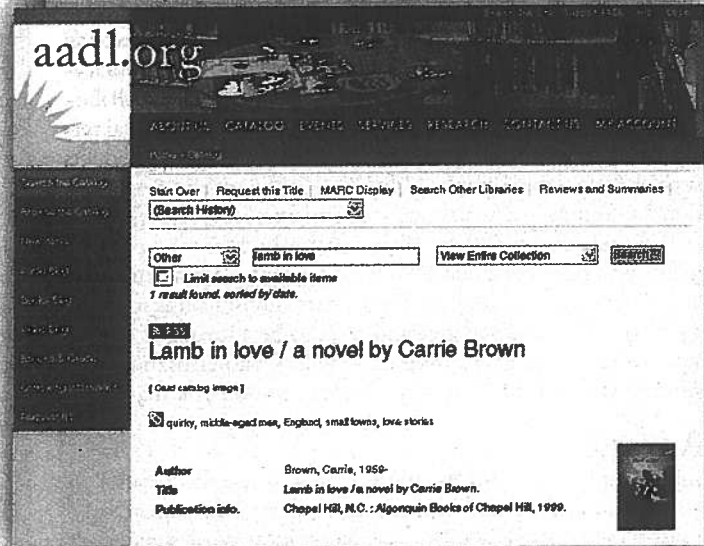
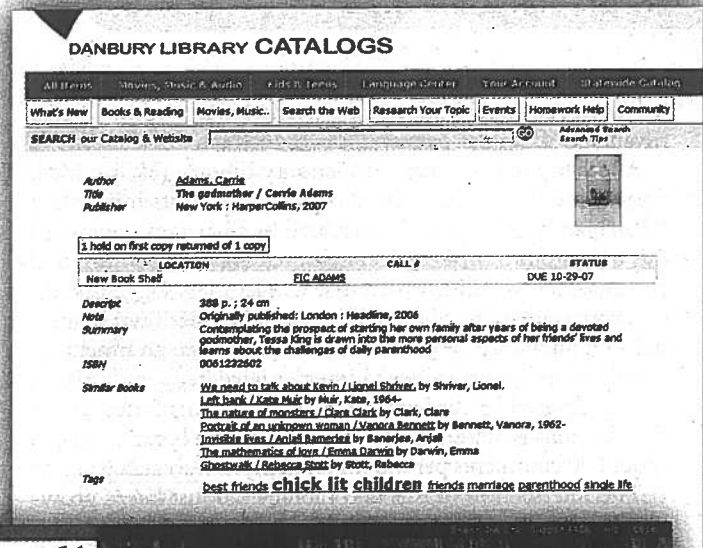
## Annotations 2.0

Annotations are becoming easier to keep, increasingly adaptable, and more usable. No longer consigned to personal, private notebooks, spreadsheets, or index cards, 2.0 annotations exist on publicly accessible library catalogs, blogs, and book cataloging/collecting web sites such as LibraryThing, Goodreads, and Shelfari. They encompass features like comments, tags (individualized subject headings or title descriptors), reviews, and rating systems, and they incorporate reader- and librarian-created book lists, wish lists, and to-be-read lists.

While traditional annotations had to re-create the catalog information of a book, the 2.0 annotation does not. Technology lets us marry the annotation to the metadata—either because it is included in (or linked to) the catalog record or is kept in an application that includes the book's bibliographic description, if not more as well. Services such as Content Café and Syndetic Solutions integrate jacket images, tables of contents, summaries, and reviews into the catalog, and skilled catalogers contribute subjects, settings, series, series characters, and genres. The catalog is further adopting Library 2.0 features as we enable reader-contributed comments, grades, stars, reviews, and tags. This rich suite of features allows RA librarians to annotate titles quickly with immensely usable content focused on just the essential RA elements of a reading experience.

This overlaying of the annotation inside the already hyperenhanced catalog contributes pieces of added RA value—added value that over time will far exceed what readers have been taught to expect by such book sites as Amazon.com.

G.P. Reddy's Skols



**READERS IN ON THE ACT** In Danbury, CT, patrons see the collective tag cloud drawn from other users' contributions. At Ann Arbor, MI, readers share titles, jot notes, and write reviews, taking advantage of opportunities to interact

Armed with such tools and possibilities, driven by a bedrock commitment to the reader and the reader experience, and supported by colleagues who enable the technology, RA librarians can not only have exchanges with readers but also can invite, even enable, readers to talk with one another. We can share our expertise at the same time we let readers collaboratively share theirs and, in so doing, extend the RA conversation and make it accessible and useful for both staff and other patrons.

## RA 2.0 in practice

Michigan's Ann Arbor District Library (AADL) is out front in this transformation. There, patrons are encouraged to rate books, tag titles, jot notes on old-fashioned catalog card images, and write reviews. The catalog card images can be gathered into a personal file—able to adapt to multiple uses such as a wish list, a have-read list, or a project-specific resource list. The cards can be emailed with a note, so readers can share titles with others. Although it has not been promoted beyond a single blog post at launch, use is high. Eli Neiburger, IT manager for AADL, reports that 6700 individual cards have been saved to personal card catalogs to date and roughly 4000 notes made so far on the cards throughout the catalog at a rate of

about 200 comments per month. That high level of reader involvement strongly indicates that readers want, and will take advantage of, similar opportunities to interact.

Another pioneer, Hennepin County Library (HCL), MN, forges new RA and Library 2.0 ground with its innovative BookSpace page. There, lists created by librarians meet with lists by patrons to make a deep resource even deeper. Inspired by Amazon.com's Listmania, these lists let users suggest books to fellow readers and allow staff to compile their own suggestions for public use. HCL also invites patrons to comment on books. Both opportunities to interact have been enthusiastically embraced by readers: 270 lists were contributed in the first six months of BookSpace's launch, and the library averages about 600 comments per month on items in the catalog.

The intersection of RA and Library 2.0 just keeps growing. The Danbury Library, CT, has added content from LibraryThing into its catalog so that patrons can see the collective tag cloud and similar books drawn from the contributions of LibraryThing users. Elsewhere, public libraries in Ohio have collaborated to offer online RA service that works just like virtual reference. Library system vendors are also introducing products such as Innovative Interfaces' Encore, easily enabling Annotation 2.0 features such as tagging, comments, and reviews.

RA and Library 2.0 are such a natural fit that the convergence will only continue. As David Wright, a librarian at Seattle Public Library, puts it, "For readers' advisors, it is so much more satisfying to have give and take, to be a forum of discussion, to value others' reading experiences, rather than just assuming the unwilling role of taste-makers and book mavens."

## Annotations in use

Librarians who have RA-enabled catalogs use the features to collect and study the comments, tags, and reviews patrons submit—a rich source of data for RA work. Jody Wurl, senior web services librarian for HCL, has noticed that readers "tend to comment more often on books they love and refrain from commenting on books that were so-so." Tracking these responses lets her see what is popular at her library—gauging reader involvement with the collection on a micro, title by title, level.

Wurl's colleague Kim Battern, librarian—adult services, uses the comments to make title suggestions. They lead her to books she wants to read, she brings up titles with comments in her RA conversations, and she looks to the reader-created lists to see what her community is interested in at any given moment. Jackie Sasaki, access and user services librarian at AADL, tracks reader involvement by following the hold activity of books she writes about on the library's blog. For example, when she posted a piece on Nicole Mones's *The Last Chinese Chef*, the holds queue jumped from one to 15 in five days. She also adds tags to titles and watches their circulation. Since she tagged Carrie Brown's *Lamb in Love*, which she did while working on a list called "Love Chooses You," the book has stayed in near constant circulation.

Many readers' advisors who work in libraries that have not yet enabled such features (and even those who do) have turned to book catalog sites such as LibraryThing, Shelfari, and Goodreads for help. The first thing that attracted Boston Public Library children's librarian Ann Langone to LibraryThing was the ability to keep tags. For many librarians, this single feature is enough to motivate them to write annotations of titles they read. Tags take little time to input, and they can be both job specific (such as Biography of 100 pages or less) and more RA-inclined (such

## Annotation 2.0 Examples

A special LibraryThing account has been made to accompany this article. You can access the account at [RAexamples.notlong.com](http://RAexamples.notlong.com). Click on each book and attend "with" to see the user data contributed by some of the RA experts mentioned in this article, as well as by the entire LibraryThing community. Each example is a bit different to show the range of options the new 2.0 annotation provides.

**Eat, pray, love: one woman's search for everything across Italy, India and...**  
by Elizabeth Gilbert

Members: 1,437. Reviews: 46. Popularity: #908. Rating: ★★☆☆ (4.14) Conversations: 95  
Recently added by: nicolemones, helenparrow, SuzanneRuffert, LeahThompson, znoopyjudy, cath20, amplifier (see more)

Your library  
Add to your library

Member tags: members | all tags

2006-2007. *eat pray love* autobiography travel bio biography book club  
beyond depression divorce elizabeth gilbert female fiction food gilbert  
**India Indonesia** inspired **Italy** library love  
**meditation memoir** non-fiction one prayer road  
**religion** self-discovery and reading spiritual **spirituality** the to  
**Travel** travel writing Travelogue unread women yoga

LibraryThing recommendations

- A year in the world: Journeys of a passionate traveler by Frances Mayes
- Tales of a Female Nomad: Living At Large in the World by Rita Golden Gelman
- Water for elephants: a novel by Sara Owen
- The glass castle: a memoir by Jeannette Walls
- Julie and Julia: 365 days, 524 recipes, 1 tiny apartment kitchen by Julia Powell
- The year of magical thinking by Joan Ellen
- I feel bad about my rack: and other thoughts on being a woman by Nora Ephron
- Three cups of tea: one man's mission to fight terrorism and build nations—one school at a time by Greg Mortenson
- The last American man by Elizabeth Gilbert
- The memory keeper's daughter by Kim Edwards

See all recommendations. See anti-recommendations (our "UnSuggester"). All recommendations based on LibraryThing data.

Common Knowledge share what you know. view history

Click the pencil to edit. Use the plus sign to add multiple entries. Do not put quotes around words. For more help see the Common Knowledge help page.

Important places:

Character names:

Publisher's editor:

Awards and honors:

Member reviews

Showing 1-8 of 46 (next | show all) data v | votes

Loved it! Inspiring read. (★★★★½)  
asmurray | Oct 10, 2007 | 00

Elizabeth Gilbert attempts the difficult task of conveying her life changing experience through her complete immersion into food, religion and relationships during her travels to Italy, India and Indonesia. The first and third sections of the book have more universal appeal as they are experiences that most people have had (perhaps at a smaller degree). The second section may be difficult for people who have not explored eastern paths to spirituality to identify with. It is an enjoyable read because Gilbert writes so openly about her struggles and challenges. I found many pearls of wisdom within the book, my personal copy is filled with underlined passages and highlighted sentiments. I would strongly recommend this book to someone with an open mind and searching soul. (★★★★★)  
thairizbr | Oct 8, 2007 | 00

This is some great writing! I felt like I was journeying with her. Elizabeth Gilbert is an interesting soul. (★★★★★½)  
bethknee | Oct 4, 2007 | 00

Showing 1-8 of 46 (next | show all) data v | votes

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relocation services  
[www.librarything.com](http://www.librarything.com)

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library and Smart Card  
Readers  
[www.genius.com](http://www.genius.com)

as quick read, strong sense of place, or quirky). Langone also tags books with descriptors that her patrons use when requesting specific books, such as books about manners, chapter books, second grade books, books with Spanish words, or books about TV characters. This way she can create multiple points of access to the same title based on a range of user vocabulary: her own, her patrons', and—because sites such as LibraryThing unite a community of readers—the vocabulary of other users as well.



This collaboration links readers. Neil Hollands, an RA specialist at Williamsburg Regional Library, VA, says that although he does not keep a book cataloging account, he still uses the sites in his work. "I particularly find the tags useful in collecting books that are appropriate to particular displays or to generate ideas when I'm working on RA service for patrons whose favorite genre, books, or authors are not familiar to me," he says.

The adaptations and applications keep coming. David Lane, librarian-adult services for HCL, keeps his LibraryThing account minimized on his desktop so that when he is working with readers it is easily at hand. He tags titles with words that patrons often ask for, such as "Guy Read," and he uses the rating system to keep his current favorites at the top of his screen so he can quickly find suggestions.

Holly M. Anderton, manager of teen services for the Carnegie Library of Pittsburgh Main Library, puts all the new teen books into LibraryThing and adds catalog links and tags. She also offers a feed of the new books on the library's blogspot page and passes out a handout that tells teens how to use the RSS feed from LibraryThing to have lists of new titles sent to their email accounts.

Abby Blachly, LibraryThing's librarian, relates how one librarian keeps a running list of all the titles her readers have talked about or asked about during a shift, so the next person taking the floor can see what's been the buzz so far that day. Michele McGraw, senior librarian, Eden Prairie Library, HCL, uses her LibraryThing account to keep track of books, prompt her memory, and develop a reading plan. "Keeping track of what I read is essential for readers' advisory," she says. "I read a lot, and need a way to keep track. LibraryThing includes cover art, which helps when the title of a book isn't enough. I also set some benchmarks for myself each year to make sure I'm reading at least a few titles in areas I don't read in regularly; keeping the list helps me find those gaps."

Many librarians, such as Megan McArdle, director of collection development for Chicago Public Library, use other book cataloging sites. McArdle tried all sorts of annotation methods until the online site Goodreads clicked for her. She often writes annotations in Goodreads and mines that data for the staff picks section of her library's web site. Cindy Orr, recently retired collection manager for Cleveland Public Library, uses the reading list feature of Shelfari to monitor titles she wants to read and the "my shelf" feature to maintain a running list of titles she has read. She annotates her to-be-read list with short notes on why she wants to read them. For example, Dick Francis's *Under Orders* is annotated with "first book written with his son," and she noted that Amy Bloom's *Away* is "getting positive reviews everywhere."

### Readers' conversations

As the ultimate goal of RA service is to create, maintain, and increase all types of conversations about library material, incorporating readers' interactions into library catalogs and web sites pushes RA a giant step forward. Suddenly, we can help readers help one another, engage with RA services more deeply, and thus increase the serendipity of RA.

This approach and tool set expands the RA discussion and connects the collection and readers to each other in original, flexible, and idiosyncratic ways. It allows for reader-to-reader conversations sparked by interest, whimsy, and personal knowledge. It makes greater use of librarian expertise as well,

offering another way to interact and offer suggestions. This larger and more fluid virtual conversation is in turn amplified by the sociability of the tools that support it, and the result is an ongoing discourse that continually grows and adapts.

AADL is well on the way. While still in what Neiberger calls the "infrastructure and process stage," he hopes the library will "get to a point where the contributions of our patrons are as much of a draw for our web site as the contributions of our staff," he says. "Staff then can help to promote the best stuff coming out of the patron community, tipping [the] reader to exceptionally vibrant threads or really great reviews or lists, placing the staff both as organizers and participants in conversations about content that a public library is uniquely positioned to host."

Like AADL, Hennepin also understands reader interaction and the collaborative possibilities between readers and staff. Sharon Hilts McGlenn, senior web services librarian for HCL, looked to invite reader feedback with BookSpace. "We wanted to create opportunities for readers to contribute content (comments in the catalog, book lists, comments on blog posts, pho-

### LINK LIST

Ann Arbor District Library Catalog <a href="http://www.aadl.org/catalog">www.aadl.org/catalog</a>	Encore <a href="http://www.encorefdlibraries.com">www.encorefdlibraries.com</a>
BookSpace <a href="http://www.bclib.org/pub/bookspace">www.bclib.org/pub/bookspace</a>	Goodreads <a href="http://www.goodreads.com">www.goodreads.com</a>
Carnegie Library of Pittsburgh's Library Blogspot <a href="http://dlpreeds.blogspot.com">dlpreeds.blogspot.com</a>	LibraryThing <a href="http://www.librarything.com">www.librarything.com</a>
Content Café <a href="http://www.bclib.com/ps_details.cfm?id=282">www.bclib.com/ps_details.cfm?id=282</a>	Listmania <a href="http://listman.infoing.com">listman.infoing.com</a>
Danbury Library <a href="http://www.danburylibrary.org">www.danburylibrary.org</a>	Shelfari <a href="http://www.shelfari.com">www.shelfari.com</a>
	Syndetic Solutions <a href="http://www.syndetic.com">www.syndetic.com</a>

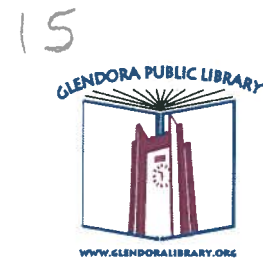
tos) and to interact with staff," she says. The goal, she adds, is to "pool our staff expertise with our customers' reading experiences and knowledge to create a more useful and engaging site."

### The new Rosetta Stone

Beyond the cool factor of the tools and the ability to widen the exchange, the new experimentation in annotations really allows librarians the freedom and space to think out loud and in partnership with the reader. RA is not a neat process with promises of perfectly matched titles. It is a dialog with a language that is constantly changing, based on the title, the reader, and the needs of the moment.

Having space to play around with the language our readers use when talking about books helps us figure things out. Having the tools to try new ways of capturing, expressing, and sharing the essential RA content of a book advances RA in multiple directions. These tools help create a new Rosetta Stone, allowing us to listen and think, track and practice, all in a space that is open and welcome to experimentation. Roberta Johnson, creator of Fiction-L, says of the electronic discussion list that it was started in 1995 to be "a reporting tool for those librarians embracing the new world." That new world has arrived, and Annotations 2.0 are a key building block. ■

# Division Monthly Reports



To: Robin Weed-Brown

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

Date: November 2007

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

## **Children's:**

Date	Program/Event	# of participants
Oct-Nov. 2007	In-N-Out Food for Thought Program	436
November 5, 2007	Community Preschool storytime	30
November 6, 2007	Community Preschool storytime	30
November 6, 2007	Teen Advisory Board Meeting	10
November 8, 2007	Sutherland School teacher mtg.	20
November 13, 2007	St. Dorothy's School Class Visits	70
November 15, 2007	Book Discussion group - Children's Book Week	30
November 20, 2007	Headstart Tour	20
November 27, 2007	Whitcomb Headstart Storytime	25
November 29, 2007	Sellers Teacher Meeting	20
November 29, 2007	Charter Oak Library Committee Mtg.	10
	<b>Total Number of Participants</b>	<b>701</b>

We continued the In-N-Out program through the month of November. A total of 436 kids registered, and 260 came back to receive gift certificates for a hamburger or cheeseburger. In celebration of Children's Book Week, we held a book discussion group featuring *The Miraculous Journey of Edward Tulane*, by Kate DiCamillo. Forty students registered and received a free copy of the book, 30 attended the discussion. Cindy and Gail led two discussions to accommodate the number of students who participated.

We have also been busy planning our winter events. We are looking forward to building gingerbread houses, and well as two visits from Santa. In partnership with Blue Chair Books, we will be holding two Children's author visits. George McClements, author of *Ridin' Dinos with Buck Bronco* will be visiting on January 10, and Jason Lethcoe, author of *The Misadventures of Benjamin Bartholomew Piff* will be here on February 21. We will also be holding a teen book group in January, featuring *The Looking Glass Wars*, by Frank Beddor. This is a book that our Teen Advisory Council assisted us in picking. The first 15 students who register will receive a free copy of the book. We are looking forward to having book groups for all ages.

Cindy and Gail attended a workshop investigating using Social Networking Software for Teens. We are looking forward to planning a seminar for teens, parents, and community members discussing the safest internet use practices.

**Adult:**

Date	Program/Event	# of participants
November 3, 2007	Dead Sea Scrolls Lecture - Robert Duke	100
November 5, 2007	Books Alive morning discussion 11AM	3
November 5, 2007	Books Alive evening discussion 7pm	5
Total Number of Participants		108

This season has seen activity over the river and through the woods as well as here at home. On our own hearth, Gaetano is keeping his eye on the ins and outs of the Alternative Minimum Tax, as he leads the staff toward the beginning of tax season (whenever it may come!). Meanwhile, Sandy is among the phase I representatives on a team exploring how to collect, store, and make accessible our varied records of Library history. The project is still in its infancy, so stay tuned for more. And Janet had a chance to market the Library's services at the City's Presentation of Certificates/Quarterly Recognition ceremony; with Anne Pankow, she is also planning to attend the December meeting of the Coordinating Council.

Out and about, Suzette ventured to Long Beach for "Face to Face: Strategies for Effective Consumer Health," an education event sponsored by Medical Library Group of Southern California and Arizona (MLGSCA). The Reference staff is looking forward to learning what she has to share about providing health information to consumers. Heading west, Janet networked with colleagues from Whittier, San Marino, and Pasadena Public, while serving on Pasadena's first-round interview panel for their Librarian II recruit.

All of that behind-the-scenes development complemented our front-line focus, where we handled over 2700 total requests for information in person, by phone, and by email: an increase over November of last year.

**Support Services** – Carlos Baffigo

**General:**

Jason Crelencia was hired to fill the vacant Library Technician position. His start date will be Monday, December 17, 2007. Library Aide I Sujata Israni has been promoted to fill the vacant Library Aide II position. Library Page Vinay John resigned as of November 24<sup>th</sup>. Megan Wright has been hired to fill the vacant Library Page position.

**Facilities:**

The approval of the Library Expansion CIP project plans has been delayed until February, 2008. The start of the project is not expected before April, 2008.

Carpet replacement is scheduled for December 26<sup>th</sup> and 27<sup>th</sup>.

Electrical outlet installation on the main floor is scheduled for December 15<sup>th</sup> and 16<sup>th</sup>.

**Acquisitions, Cataloging, Processing, and Periodicals:**

Work on Polaris database clean-up continues. 7,004 bibliographic records without items attached will be deleted from the database and OCLC. Additionally, a list of bibliographic records with old system holds is being analyzed for deletion.

**Computer Systems/Web Site:**

The date for the upgrade to Polaris 3.3 has changed from December 10<sup>th</sup> to December 17<sup>th</sup> due to a release date delay for the latest enhancement.

Two Dell laptops for public use were ordered and are expected to arrive in early January.

**Development & Educational Services – Anne Pankow**

The “Hands Creating the Future” holiday mailer was completed at the end of November and mailed to over 3,000 families and businesses in early December. Several families have purchased children’s “hands” so far.

The Friends Foundation received a check from Blue Chair Children’s Books for \$75 from the book fair on November 17. Blue Chair gave a percentage of all sales that day to the Foundation. The library continues to look for ways to partner with Blue Chair.

Events and outreach are listed below.

Date	Program/Event	# of participants
11/3/2007	Coffee and Books – Main Floor	50
11/10/2007	Scrapbook Workshop – Kathy Janicki	33
11/14/2007	Fall Open House & Citrus Jazz Band	100
Total Number of Participants		183

Please mark your calendars for January 25, 2008 at 6:30 pm. Invitations will be sent out soon for the annual Donor Recognition on the main floor of the library. This event is not open to the public – it is by invitation only for all donors that appear on the Friends Foundation Donor Wall.

Glendora Public Library Summary, Data for November 2007

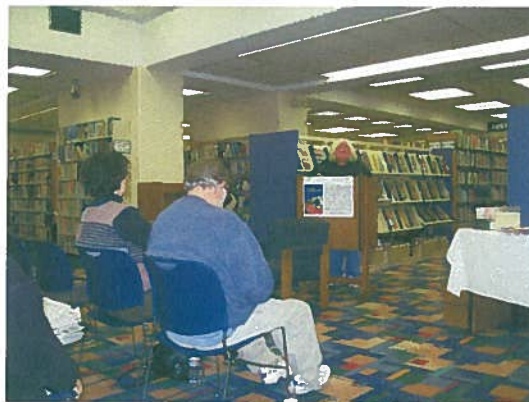
<u>Service Indicators</u>	This Year November	Last Year November	Percent Change	This Year-to-date	Last Year-to-date	Percent Change
I. E. Total Library Visitors	20,590	20,188	2%	114,547	116,288	-1%
I. D. Total Items Loaned	27,557	28,219	-2%	150,849	144,494	4%
I. D.4. Electronic Circulation	85	102	-17%	519	583	-11%
III. A. Total Requests for Information/Adult Services	2,737	2,653	3%	12,927	14,063	-8%
II. A. Total Items Owned	148,395	152,126	-2%	-----	-----	-----
V. A. Total Web & Electronic Resources & Databases	29,416	14,386	104%	83,912	54,660	54%
V. A.2. Library Home Page Views	22,015	8,729	152%	53,839	25,912	108%
VI. A. Total Number of Programs	9	7	29%	50	41	22%
VI. E. Number of Literacy Students Active	35	29	21%	-----	-----	-----
VI. E.1. Literacy Hours Tutored	105	76	38%	475	367	29%
VI. F.1 Total Number of Volunteer Hours	430	352	22%	4,319	4,315	0%
I. G. Total General Fund Revenue	\$4,432	\$11,035	-60%	\$22,436	\$28,584	-22%

These statistics are subject to verification.

Children's book discussion group



Squirrel in the Library



Author visit—Sandy Ross

Author Visit Barnes & Noble



Teen Advisory Board Meeting



Pam Cameron's Farewell



Gingerbread House Creations







**6.**  
**Unfinished**  
**Business**

**7.**  
**New**  
**Business**



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 17, 2007  
 Re: Agenda Item # 7.1: Mid-year review of goals

Attached for your review is an updated goals spreadsheet. As you will see we are on top of our goals and moving ahead. I will be happy to answer any questions you may have.

**Glendora Public Library  
Goals 2007-2008**

23

Dec. 2007	Timeline-by:	Responsibility	Other City/Div staff needed	Status
<b>Administration</b>				
1. kids/mtg room expansion project	fundraising July 07	Management/FF	PW	"hands" fundraiser in process; construction delayed til Mar/Apr
2. Laptop pilot project	Fall 07	Management		procedures approved by BLT Sept; laptops ordered- est. delivery Jan 08
3. Hire and train new Sr. Lib	recruitment summer 07	"		completed: hired Oct 8
4. library signage-inside and outside	June-08	"		waiting for remodel projects to be completed b4 starting
5. Explore for possible implementation RSS feeds for program announcements	June-08	"	IT staff	Polaris can handle;
6. Historical Exhibit panels up	Winter 07	"	Luis-PW	planning for placement of panels
<b>Support Services</b>				
1. Main floor remodel continues:				
a. new circ desk/ref desk install	July-07	Carlos and staff	John Menke, et al	completed
b. purchase study carrel chairs	July-07	Carlos and FF		completed
c. check in room	Summer 07	Carlos and staff		completed
d. circ office reconfiguration	Summer 07	"		completed
e. copy center implementation	Summer 07	"		completed
f. lobby improvements	Spring 08	Management		95% complete
2. Purchase and install Bidwell AV	Spring 08	Carlos and management	Luis/PW	CIP canceled
3. Work with PW on library projects	June-08	"	PW	Carpet install in Dec 07;

**Glendora Public Library  
Goals 2007-2008**

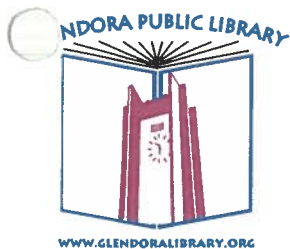
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<b>Public Services</b>				
1. Implement PLAs "Every Child" program	Summer 07	Cindy/Youth Sv. Staff		SRC implementation 07; expanded to teen parent program fall 07
2. create and expand tutorials and PR on library resources	June-08	Janet and PS staff		assessing current offerings; preparing to identify priorities
3. Explore Library 2.0 elements for possible implementation in 08/09	Spring 08	Cindy & Janet -leads; Management team	all library staff	staff attending workshops, webinars, etc.; exploring internal uses as introductory step
4. Learn basic circ procedures	Fall 07	Sr. Libs. and PS staff	Carlos, SS staff	moved to Winter 08

**Additional Library accomplishments:**

Early Learning with Families(ELF) grant	Initial grant rec'd-Summer 07; training rec'd Fall 07; implementation funding pending Jan 08
New Saturday story time session for families	Sept. 07
Additional Books Alive! book discussion morning session	Sept. 07
Comty outreach: Holiday basket chairperson	Anne Pankow chairperson of Glendora Coord. Council's Holiday Basket program Fall 07
Teen Advisory Board re-established	Oct. 07
Purchase of additional comfy chairs	Style, fabric, ordered Fall 07; Delivery in Feb 08
Early learning computer stations	stations evaluated Fall 07; 2 stations ordered for children's room; available for public, Winter 08
staff development	Oct. 07-Sent 12 staff members to California Library Assn. conference in Long Beach
Comty outreach: 2 book fairs with local bookstores	Blue Chair-Nov 07; Barnes & Noble Dec. 07
In response to patron requests, trenching and more electrical outlets added	Sept. 07-outlets added to north wall; Dec. 07-trenching for main floor area outlets
Polaris Upgrade	Dec. 2007
Library Policies	Updated Display policy-Aug 07; expanded Circulation policy & established Laptop computer policy and procedures-Sept 07; updated Internet policy Oct 07;

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Glendora Public Library  
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## MEMO

To: Board of Library Trustees

From: Robin Weed-Brown, Library Director

Date: December 17, 2007

Re: Agenda Item #7.2: Fine Free Period

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A recommendation has been made to have the week we reopen a 'fine free' period. This fine free period will be a way of thanking patrons for the inconvenience that the library closure caused. It will also give them a short grace period to get their materials back to the library.

No library materials will be due between Dec. 24, 2007-Jan. 2, 2008. Any materials returned between January 2, 2008-January 2, 2008 would not be assessed fines.

If this proposal is acceptable to the Board, formal adoption is recommended.



## Glendora Public Library Events

### December 2007

- 01 10 a.m. *Coffee 'n' Books* in the Library, sale on Decorating and Gardening books – main floor  
04 4 p.m. Teen Advisory Board (TAB) meeting – main floor  
04 All Day Book Fair at Barnes & Noble  
06 3:30 p.m. Gingerbread House Creations, ages 5- 12 – Bidwell Forum  
08 10:30 a.m. Gingerbread House Creations, ages 5-12 – Bidwell Forum  
11 10:30 a.m. Stories with Santa – Bidwell Forum  
12 7 p.m. Stories with Santa – Bidwell Forum  
17 7 p.m. Library Board meeting – Bidwell Forum  
19 7 p.m. *A Novel Idea!* – main floor  
24-31 **Library closed for carpet replacement**

### January 2008

- 01 Library closed – New Year's Day  
02 **Library re-opens at 10 a.m.**  
05 10 a.m. *Coffee 'n' Books* in the Library – main floor  
08 4 p.m. Teen Advisory Board (TAB) meeting – main floor  
10 3:30 p.m. Children's author George McClements will feature "Ridin' Dinos with Buck Bronco"  
12 11 a.m. Altered Books Workshop  
14 - 2/23 Bookmark contest, grades K-6: **Catch the Reading Bug @ the Glendora Public Library**  
14 11 a.m. & 7 p.m. Books Alive! - *The Book Thief* by Mark Zusak – main floor  
17 3:30 p.m. Teen Book Club: *Looking Glass Wars* by Frank Beddor – main floor  
19 10:30 a.m. Winter Storytime & craft  
21 Library closed – Martin Luther King, JR. Day  
25 6:30 p.m. Donor Recognition– by invitation only – main floor  
28 7 p.m. Library Board meeting – Bidwell Forum – **date change due to Holiday**

### Storytimes

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

### Community Outreach

- Babies, Books and Bibs/Family Literacy Outreach, 1<sup>st</sup> Thursday of every month, Foothill Presbyterian Hospital
- Born To Read, 1<sup>st</sup> Wednesday of every month at 12:30 p.m. at Arrow High School

### Foundation Executive Board Meeting

- January 4, 2008 @ 7:00 a.m. Library – Main Floor

### Foundation Quarterly Board Meeting

- January 15, 2008 @ 7:00 a.m. Library – Bidwell Forum

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





**Glendora Public Library**  
**Board Agenda Planning Calendar**  
**FY 07- 08**

- July 16** Elect officers; Foundation Liaisons appointed; Library Board Goals
- August 20** Library Board Goals finalized; Review Admin Policy 4.03
- September 17** SRC wrap up; Holiday Hours-Thanksgiving & Christmas; Circ Policy, Laptop Policy
- October 15** Internet Policy Review; Library Board Staff Appreciation; Food Policy
- November 19** Budget Priorities FY 08-09-initial discussion; Library Board Staff Appreciation Proposal
- December 17** Mid-year review of goals 07-08
- January 28** Budget 08-09; Board Award discussion; Review Admin Policy 4.08-Policy concerning Use of Facilities and Resources by Minors; Library Board Staff Appreciation  
*Monday*  
 (Adjusted for MLK Day)
- February 25** Goal planning 08-09; Friends Foundation funding staff requests for 08-09  
*Monday*  
 (Adjusted for President's Day)
- March 17** Candidates for Board vacancies
- April 21** Candidates for Board vacancies
- May 19** Closed session: Self-evaluation of the Board-begin process & Evaluation of the Director-begin process
- June 16** Agenda planning 08-09; Closed session: Eval. Lib board; Eval- Lib Dir