

AGENDA
CITY OF GLENDORA
LIBRARY BOARD OF TRUSTEES – Regular meeting

Library Bidwell Forum
140 S. Glendora Ave

October 18, 2010
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 – action**
Possible motion to revise order or add items to the agenda
- 4. CONSENT CALENDAR – action, Encl., page 1**
 - 4.1 Minutes of meeting of September 20, 2010**
- 5. REPORT OF LIBRARY DIRECTOR – information, Encl., page 5**
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 Review of Library Staff Materials Procedures – action, Encl., page 85**
President Deal to lead review of the Library Staff Materials procedures. Board to discuss modifications or updates to procedures; Board to vote to approve/accept procedures. These procedures were last updated by staff in November 2001
 - 7.2 Library Events Calendar– information, Encl., page 87**
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 – information, Encl., page 88**
Plans for future meetings in FY 10/11 to be considered and calendared
 - 8.2 Board member items – information**
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

Minutes
CITY OF GLENDORA
LIBRARY BOARD OF TRUSTEES – Regular Meeting

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

September 20, 2010
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 Deal.

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

Board Members Absent: None

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

2. PUBLIC COMMENT PERIOD

As there was no one wishing to speak, the Library Board President closed the public comment period.

3. ADOPTION OF AGENDA

It was MSC (Storland/Gomer) to approve the Library Board meeting agenda for September 20, 2010. The motion carried 5-0-0 as follows: **AYES:** Gomer, Deal, Robinett, Storland, Conway; **NOES:** None; **ABSENT:** None; **ABSTAIN:** None.

4. CONSENT CALENDAR

It was MSC (Gomer/Robinett) to approve item (1) on the consent calendar, minutes of the meeting of August 16, 2010, The motion carried 5-0-0 as follows: **AYES:** Deal, Gomer, Robinett, Storland, Conway; **NOES:** None; **ABSENT:** None; **ABSTAIN:** None.

5. REPORT OF LIBRARY DIRECTOR

Weed-Brown reported that the city's new master fee schedule has been released. Robinett and Conway asked to receive a copy.

Weed-Brown reported that she and Assistant Library Director Anne Pankow attended the Book Fund Celebration held at Sandy Valentine's house. It was a very nice event and a good turnout, even with numerous other fundraising events happening that night around town.

Weed-Brown informed the Board that she will be in Downey Tuesday and Wednesday of this week, attending an SCLC strategic planning meeting.

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Weed-Brown informed the Board that Glendora Library joined other libraries across the state to participate in "Snapshot: One Day in the Life of California Libraries" on October 4. This event is organized by CLA (California Library Association) to highlight local libraries and their importance across California. Weed-Brown added that staff will collect statistics and photograph library activities throughout the day. In addition, patrons will be asked to fill out a survey.

Storland thanked Weed-Brown for the interesting article included in the Board packet.

The Board reviewed and discussed the trust deposits fund sheet included in the Board packet. Weed-Brown reminded the Trustees that this report was included in response to a request from the Board to receive a balance report of the library's trust fund. Discussion followed on the best use of the funds in the trust fund account. The Board asked Weed-Brown to evaluate and research the discussed options and report back to the Board in October.

The Board reviewed and discussed the library statistics.

The Board discussed a recent event where water seeped inside the study rooms and the north side of the Children's room.

5.1 Presentation: Summer Reading Club Wrap-up - information

Cindy Romero, Senior Librarian Youth Services, reported on the 2010 Summer Reading Clubs. Romero thanked the Friends Foundation for funding this program in its entirety.

Romero summarized that a total of 2,160 patrons registered for the reading programs. 3,382 people attended a total of 32 events, which included special programs, book groups and family programs. A total of 116 volunteers worked 1,394 hours during the six weeks of Summer Reading Club.

Romero stated that the Adult Summer Reading Club was restructured to allow patrons to participate remotely. 64 patrons returned 269 book reviews. The average number of book reviews per patron increased from 2.2 last year to 4.2 this year.

Romero reported that the Youth Clubs were also restructured to allow for participants to receive credit for all of their reading. The Teen Club had 318 students registered with 2,934 hours of reading logged in 6 weeks. The Children's Club had 1,499 children registered with 6,269 hours of reading being reported. The Babies Club had 279 babies, from birth to 3 years old, registered with 252 hours read. All children and teens received a free book for registering.

Romero stated that this year, families were included in the Summer Reading Club, as well, with the creation of the Family Reading Club. Families who read together and completed a short book review were entered into a drawing. Romero was pleased to report that a total of 85 families returned 137 reviews.

Romero highlighted that a total of 58,000 pieces of material were checked out and checked back in over the six week Summer Reading Club period.

The Board congratulated Romero and her staff on another very successful program.

6. UNFINISHED BUSINESS

6.1 Library Board Goals and Objectives for FY 10/11 - action

The Board reviewed the Library Board goals and objectives document, which reflected comments and changes made by the Board at the August 16, 2010 meeting.

It was MSC (Robinett/Gomer) to approve the Library Board goals and objectives for FY 10/11. The motion carried 5-0-0 as follows: AYES: Gomer, Deal, Robinett, Storland, Conway; NOES: None; ABSENT: None; ABSTAIN: None.

6.2 Review of Library Board of Trustees document: The Role of the Glendora Library Board of Trustees - action

The Board reviewed and discussed the *Role of the Glendora Library Board of Trustees* document, which reflected comments and changes made by the Board at the August 16, 2010 meeting.

It was MSC (Conway/Robinett) to approve the *Role of the Glendora Library Board of Trustees* document. The motion carried 5-0-0 as follows: AYES: Gomer, Deal, Robinett, Storland, Conway; NOES: None; ABSENT: None; ABSTAIN: None.

7. NEW BUSINESS

7.1 Library Holiday Hours for 2010 - action

The Board reviewed and discussed the proposed Library Holiday Hours for 2010.

It was MSC (Robinett/Storland) to affirm the holiday hours as follows: the library will close at 5 p.m. on Wednesday, November 24, 2010 for Thanksgiving and reopen on Saturday, November 27, 2010; the library will close Thursday, December 23, 2010 thru Saturday, December 25, 2010 and reopen Monday, December 27, 2010; the library will close Thursday, December 30, 2010 thru Saturday, January 1, 2011 and reopen on Monday, January 3, 2011. The motion carried 5-0-0 as follows: AYES: Gomer, Deal, Robinett, Storland, Conway; NOES: None; ABSENT: None; ABSTAIN: None.

7.2 Review of Study Room Procedures – action

The Board reviewed and discussed the study room procedures. Weed-Brown pointed out that to-date there have not been any issues or complaints from the public regarding these procedures.

It was MSC (Robinett/Gomer) to approve the Study Room procedures as presented. The motion carried 5-0-0 as follows: AYES: Gomer, Deal, Robinett, Storland, Conway; NOES: None; ABSENT: None; ABSTAIN: None.

7.3 Review of Red Alert Procedures - action

The Board reviewed and discussed the Red Alert procedures.

It was MSC (Robinett/Storland) to approve the Red Alert procedures as presented. The motion carried 5-0-0 as follows: AYES: Gomer, Deal, Robinett, Storland, Conway; NOES: None; ABSENT: None; ABSTAIN: None.

7.4 Library Events Calendar – information

The Board reviewed the events calendar. Deal pointed out the Friends Foundation quarterly Board meeting scheduled for October 19, 2010.

Discussion ensued regarding the December Library Board meeting.

It was MSC (Conway/Storland) to move the December Library Board meeting to December 13, 2010. The motion carried 5-0-0 as follows: AYES: Gomer, Deal, Robinett, Storland, Conway; NOES: None; ABSENT: None; ABSTAIN: None.

8. BOARD MEMBER ITEMS

8.1 Agenda Planning Calendar - information

The Board reviewed the agenda planning calendar.

8.2 Board member items - information

Deal stated that she is looking forward to the Battle of the Books on October 14.

Robinett commented that the Board may wish to look at different scenarios for presenting the Annual *State of the Library* to City Council.

9. ADJOURNMENT

There being no further business, the meeting adjourned at 9:25 p.m.

Respectfully Submitted,
Robin Weed-Brown, Library Director

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

5.
Report of
Library
Director



Glendora Public Library
(626) 852-4891

140 S. Glendora Ave.
library@glendoralibrary.org

Glendora, CA 91741

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MEMO

To: Board of Library Trustees
From: Library Director
CC: City Manager
Date: October 18, 2010
Re: Director's Report

The third annual Battle of the Books was held on Thurs. Oct. 14. We had 19 teams and a great time. Congratulations to staff, the Foundation, and the teams, for a wonderful event!

Please join us for 'Spooky Stories under the Stars,' Monday, Oct. 25 at 7pm in Bidwell. If you can attend and wish to read, please let Cindy, Elke, or me, know.

I spent two very interesting days in Downey, Sept 21-22, participating in "A Strategic Reality Check" for Southern California Library Consortium (SCLC). I have attached the agenda and the segment descriptions. The first day had over 100 participants with 74% of the cooperative's libraries participating! Three GPL staff joined me that first day: Janet Stone, Sandy Krause, and Daisy Fregoso.

Facilitators Joan Frye Williams and George Needham challenged traditional library thought with the question 'why?' Traditionally, library thought has had us start with: tell us what you want from your public library. The Reality Check approach starts with understanding what the community's (SCLC in this case) priorities are for the next five years; and then, how the library (individual library within SCLC) can help support those priorities. It would be an approach for us to consider when working on our library's next plan of service.

The second day was for administrators to 'get to work' and start synthesizing day one's input. I am part of the task force that will take all the feedback and information from both days and create a service plan to present to the full SCLC Administrative Council.

Snapshot Day: One day in the life of California Libraries, was held statewide on Oct. 4. I have attached a summary of the day as it pertains to Glendora PL. It is worth the journey to read all of the surveys: written in ink to crayons, and from young and old. What a snapshot indeed!

The city's merit coupon program has had City Manager Jeffers busy recognizing library staff recently for their customer service skills. Over the past month the following staff members have been honored (number in parentheses indicate number of merit coupons a staff member has received): Kris B. (5); Malla (5); Elizabeth (5); Lisa (5); Yessica (5); George (5); Carlos (10); Elke (10); Anne (10); Caroline (15); Gail (15); Sandy (20). Congratulations!

Next Meeting: November 15, 2010; 7 pm - Bidwell Forum



Strategic Reality Check Southern California Library Cooperative

Agenda
September 21-22, 2010

George Needham and Joan Frye Williams, Facilitators
hello@georgeandjoan.com

Day 1: 9:00-noon Destination

- ◆ Start with “Why” – The Purpose of Library Cooperation
- ◆ Community Check-in
 - Activity #1 Backcast – imagining your future*
 - Activity #2 Your library’s contribution to the cooperative*
 - Activity #3 Top priorities for the coming five years*

Day 1: 1:30-4:30 Context

- ◆ Library Cooperation Trends and Challenges
- ◆ Guiding Principles and Ingredients for Success
- ◆ Strategic Positioning
 - Activity #4 Aligning SCLC services with stakeholder priorities*
 - Activity #5 Identifying strategic partners*

Day 2: 9:00-noon Plan

- ◆ Strategic Opportunities
- ◆ Sustainability Criteria
 - Activity #6 Assessing current SCLC mission, vision, and services*
- ◆ Strategic Principles, Techniques, and Outcomes
 - Activity #7 Assembling the draft plan*

Day 2: 1:30-3:00 Action

- ◆ Roles and Responsibilities
- ◆ Communications About the Plan
- ◆ Next Steps

Each day will include a working lunch.

**SEGMENT DESCRIPTIONS FOR
STRATEGIC REALITY CHECK
SOUTHERN CALIFORNIA LIBRARY COOPERATIVE**

September 21-22, 2010

DESTINATION

This segment provides insights into how SCLC's community sees itself and its future. The results provide the foundation for aligning the Cooperative's services with its community's self-image, needs, and priorities.

Participants: Directors, committee members, SCLC staff, other stakeholders

CONTEXT

This segment confirms guiding principles for the Cooperative, and provides an understanding of the current status of SCLC, by comparing its current mission, vision, and service plans to trends in library cooperation. This segment also begins the work of aligning SCLC's services with its community.

Participants: Directors or designees

PLAN

This segment builds on the previous tasks to do two things: to establish criteria for decision-making about current and future service opportunities; and to develop the specific principles, techniques, and outcomes that will constitute a strategic plan for the Cooperative.

Participants: Administrative Council and selected SCLC staff

ACTION

This segment establishes next steps and roles and responsibilities for moving forward with the new plan.

Participants: Administrative Council and SCLC staff

SNAPSHOT: ⁸

ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES

O C T O B E R 4 , 2 0 1 0

Glendora Public Library

Background

Glendora Public Library joined libraries across the state in participating in “Snapshot: One Day in the Life of California Libraries” on October 4, 2010. Snapshot Day was developed by the California Library Association (CLA) to highlight local libraries across California. It gave citizens an opportunity to share why their local public library is an important and valuable service for them.

Kim Bui-Burton, CLA President and Director of the Monterey Public Library, on Snapshot Day: “Every kind of library provides unique and irreplaceable services; we know this because in communities across the state library usage is rising, and demand is growing for books and other resources, knowledgeable staff assistance and computer/Internet access - despite budget cuts, reduced hours and programs. We believe this California libraries ‘snapshot’ will show the essential library services and life-changing experiences that California's communities depend on, especially during these times of severe economic distress. We look forward to capturing this “day in the life of California libraries” to demonstrate to decision makers the extent that our patrons, customers and future leaders rely on California libraries for critical library services, resources and programs - now, more than ever.”

Statistics, customer comments, photographs, and other data chronicling a typical library day for the Glendora Public Library, were gathered, compiled and submitted to CLA. CLA will aggregate our data with other participating libraries, and use it as part of their advocacy efforts in Sacramento.

Event Outcome

Sixty-two (62) library customers filled out surveys on Snapshot Day and responded to three prompts:

- Please tell us why the library is important to you;
- Please tell us why you came to the library today;
- Other feedback is welcome.

A summary sheet is attached to this report, as well as the surveys themselves. Responses reflect the economic stresses citizens are going through and how our library is helping them. Also highlighted by parents and grandparents, was the importance of early childhood literacy and how the library supports this family value.

Under “Other feedback” the number one comment, in a variety of forms, was that our community loves their library. Several customers shared their feeling that their library helps build, and is an essential piece of, Glendorans’ sense of community. Topping the comments were words such as: ‘awesome,’ ‘fun,’ ‘best library around,’ and ‘could not survive without it.’ Second in comments were praises for staff, followed by praises for the facility, collections and children’s programs and resources.

The Numbers

The usage data gathered on Snapshot Day is also attached to this report. There were no special events or programs. Data reflects a typical day for Glendora Public Library. A few statistics to highlight:

People:

- 1,303 citizens came into the library;
- 521 visited us virtually, saving gas, parking and time;
- For a total of 1,824, in One Day!

Collections

- 2,034 items were checked out (and for every item checked-out there is always a check-in!)
- 80 e-Books were 'checked out' from our digital collections

Services

- 182 sessions on the library's 16 public computers;
- 29 people used our homework help online tutoring program;
- 271 information and reference questions were answered, in person (253) and virtually (18).

The variety of responses show the tapestry of Glendora: children at storytimes, students gathering information for class assignments, seniors staying engaged, friends gathering, individuals seeking a quiet place, computers supporting business endeavors. I encourage you to spend a few minutes to look at all the surveys to get a 'taste of Glendora.'

Data Collected on Snapshot Day, Monday, October 4, 2010;

(No special programs or events held)

1. & 2. Users

1a. How many people hold library cards, are registered as users: **40,333**

2a. How many people visited the library in person? **1,303**

2b. How many times was the library's website accessed? **521**

(Total 2a+b=1,824)

3. Circulation

3a. How many items were checked out or renewed? **2,034**

3b. How many inter-library loans were requested? **9**

3c. How many inter-library loans did your library fulfill by sending items to another library? **9**

3d. How many requests were fulfilled using your document delivery service? **11**

4. Collection use

4a. How many items were retrieved from the digital collection(s)? **80 eBooks checked out**

4b. How many items were retrieved from the licensed databases? **82**

5. Reference questions

5a. How many reference questions were answered in person? **253**

5b. How many reference questions were answered via other means, e.g., telephone, email, instant message, text message, mail, or the web? **18**

(Total 5a+b=271)

6. Computer use

6a. How many people used a library computer? **182**

7. Programs

7a. How many programs were held for children and/or families (including class visits, outreach activities, and library tours)? **2**

7b. How many people attended these programs? **21**

8. Tutoring, instruction, and training

8a. How many people received literacy tutoring? **7**

8b. How many people used the homework help service? **29**

9. Outside groups using the library

9a. How many outside groups used library property for meetings, clubs, or other activities? **1**

9b. How many people used group study rooms or conference rooms? **6**

Snapshot Day, Monday, Oct. 4, 2010: Survey feedback

No special/unique programs or events held; 61 surveys filled out; in ranking order within each section:

Please Tell us Why the Library is Important to You:

1. Variety of collections: books, audio books, CDs, DVDs, magazines, newspapers, etc.
 - a. At no cost; couldn't afford personally
 - b. For homework
 - c. Lifelong learning
 - d. Homeschooling
2. Early childhood literacy: importance of reading, collections, programs, storytimes, parenting info, childhood socialization
3. Research, information
4. Study, homework
5. Connect with community/community resource/hangout/ 'me time'
6. Internet access/computers

Please Tell us Why You Came to the Library Today:

1. Get new book, audio book, CD, DVD, etc (adult and children's)
2. Storytime: day and PJ (evening)
3. Use computers
 - a. Homework
 - b. Fill out job application
 - c. Check email
4. Homework, reference, information, study rooms, read newspapers, quiet place
5. Volunteer, meet friends

Other Feedback is Welcome:

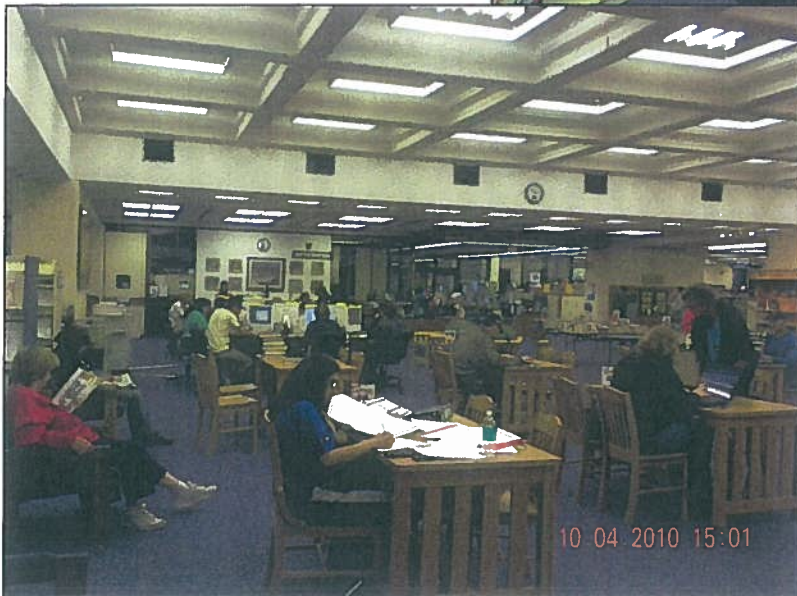
1. Love library/awesome/fun/best library
2. Good:
 - a. Staff
 - b. Facility: clean, well lit, comfortable, accessible, open
 - c. Collections
 - d. Kids programs and resources
3. Computers as resource for community
4. Library helps build sense of community
5. Changes suggested:
 - a. Reinstate kids programs cut or cutback
 - b. More
 - i. New books
 - ii. DVD documentaries (vs. VHS)
 - iii. Audio books
 - iv. Hours
 - v. Funding
6. Post 'New Book' listing
7. Too loud; parking a challenge

Snapshot Day- October 4, 2010



In the Children's Room

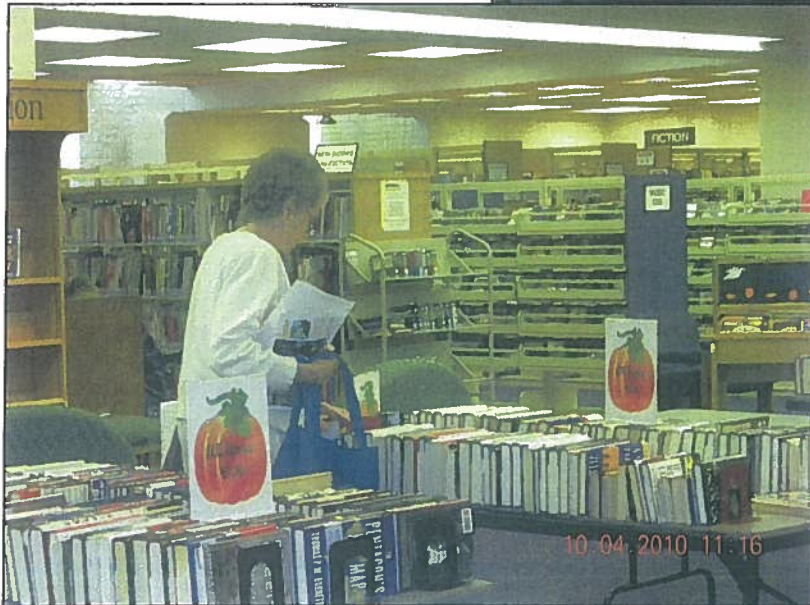
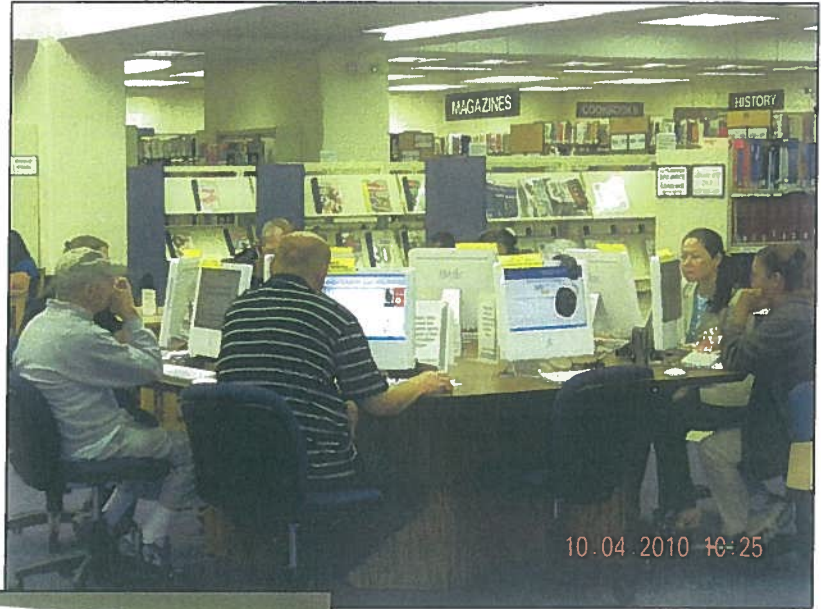
In the Children's Room



Main floor of the Library

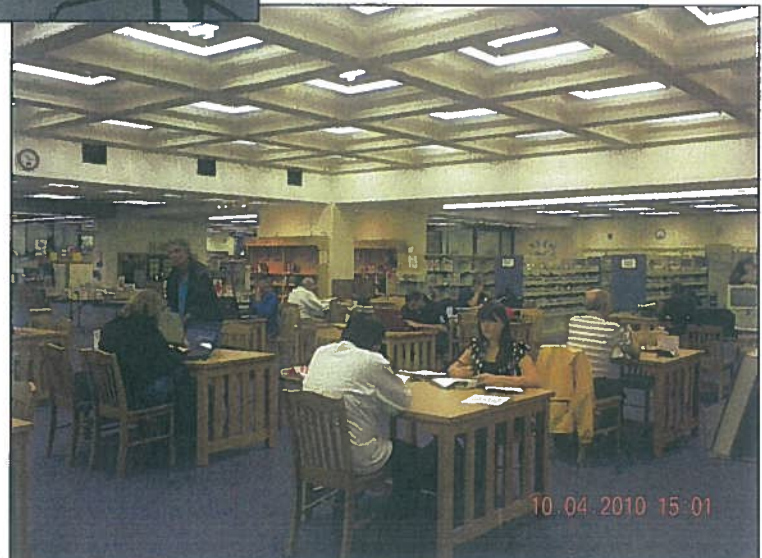
Snapshot Day—Continued...

Technology Center



Patron browsing the book sale

Main floor of the Library



SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glenoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

I borrow
Books Vide
Magazine
because

The library is important to me
this is where I spend my me time. The best
Resource for info. I don't rely - the internet only
love books. My children use it alot
in the summer they volunteer and they
enjoy coming here alot since they were little.

Please tell us why you came to the library today:

To pick up my daughter. She volunteers
here and ~~see~~ to see what could I
find today.

Other feedback is welcome:

The state needs to put more
money in their budget for libraries,



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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES

OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

It's a great place to do research and I like to read, so I can get a wonderful variety of books without having to purchase them myself. I also like being able to access magazines, newspapers, DVDs, and CDs

Please tell us why you came to the library today:

To get books for my son who is just learning to read.

Other feedback is welcome:

The librarians are helpful with identifying appropriate books for my child's reading levels. The children's storytimes and other reading programs have been instrumental in building reading in my child.



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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

To get books or info important
to my family, movies to entertain
family, homework assignments

Please tell us why you came to the library today:

Today I meet with my friend
and we discuss the Bible using
the private rooms to be
no bother to others

Other feedback is welcome:



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glenoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

My husband & I both enjoy reading. My husband is a fast reader & frankly we couldn't afford to ~~read~~ buy all the books, Also like the variety to choose from.

Please tell us why you came to the library today:

To pick up books

Other feedback is welcome:



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

There are 50 many reasons. Primarily and most important is to encourage and foster a love of reading for my child.

My child grew up coming to this library, its like home to her. We started with the programs for toddlers and have enjoyed every program.

Please tell us why you came to the library today:

We came today to return books and books on tape, for both myself and my daughter. We also like to come on Mondays to see if we can solve the riddle of the week.

Other feedback is welcome:

We love this library and the staff, especially in the children's section. We could spend hours here doing things and reading (my child enjoys the computers and looking at books). We do miss and ^{one}



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

- Access to variety of books
- Story time for children get them interested in reading.

Please tell us why you came to the library today:

- Allow my 9 yr old to do homework while my 3 yr old was occupied with toys and books.

Other feedback is welcome:



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

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Please help us tell others how important your library is!

Please tell us why the library is important to you:

Having access to the internet is invaluable.
Also, a place to work that currently is
not available where I reside (and I'm sure
many others are in similar situations).

Please tell us why you came to the library today:

To use the computers for various research
activities, word processing etc. Productive
endeavour rather than video games which
is a waste of this resource.

Other feedback is welcome:

Need to reduce noise levels - too many
loud conversations, unruly children, etc.



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
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140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

It makes books easier to get and helps
us not watch as much t.v.

Please tell us why you came to the library today:

To turn in books and borrow more.

Other feedback is welcome:

This is a great library. It would be nice
if there were more newer books available
to check out.



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

We homeschool & use the library all the time to get books about what we are studying.

Please tell us why you came to the library today:

for storytime and to check out books for our subject we are studying

Other feedback is welcome:

we love coming to the library and getting books, computer time & storytime



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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

It has been very important to me.
and my grand daughter to come 2x's
a week for the past 1 1/2 yrs.

Please tell us why you came to the library today:

for the storytime

Other feedback is welcome:

We love all the children programs.



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

I love books & homeschool our children
So the library is a great resource

Please tell us why you came to the library today:

Took older son to a biology class
I needed a place to hang out
& my daughter wanted to
check out some books

Other feedback is welcome:

Parking was challenging today
It was my 1st time here today
& I wondered - "Do they want us to come to
the library" because of the
parking situation



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

I am retired and need reading
to fill up my day. Reference for
me and my grandchildren

Please tell us why you came to the library today:

need new books

Other feedback is welcome:

Post listing of new books
in stock



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

It is the only resource my kids have for reading that I could have access to.

Please tell us why you came to the library today:

We came for books that my kids love to read. They need to read for homework but the school library either has a limited number of books or they are out often.

Other feedback is welcome:

The librarians are very helpful and approachable!!



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glenpubliclibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

It's really important for my kids to learn & love to read. Coming to the library at least twice a week is a fun treat for us.

Please tell us why you came to the library today:

To turn in our books & movies & to check out more. My 4 year old loves the computer games. Even though we have a computer @ home, it's more exciting to use the computers at the library.

Other feedback is welcome:

I hop around to other library's in the area. I have to say that Glendora is our favorite. The options of books is great and I can always find what I'm looking for.



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

child story time allows for interaction with other children
encourages learning/reading. Great resource for knowledge
learning and individual growth

Please tell us why you came to the library today:

Childrens story time that we enjoy once a
week every week.

Other feedback is welcome:

We enjoy and love the personal staff that
have been so helpful with the library experience



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

The library is a place of connecting - with my community and, through print & other media, with people and ideas around the world.

Please tell us why you came to the library today:

- Children's story time
- Books & videos for children and adults

Other feedback is welcome:



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

The library has been a part of our community since I was a child and now I can bring my children.

Please tell us why you came to the library today:

For Infant/Toddler storytime. We come every week and love it. It is the best story hour in our city.

Other feedback is welcome:

Miss Cindy is awesome, Thank you for storytime.



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

The most important public building in town. Of course we need city hall, fire, police departments & municipal central. Parks and the library may be used by some and as a pleasure school and business. The library is open and may be used daily.

Please tell us why you came to the library today:

I came to return & borrow a book & magazine

Other feedback is welcome:

Polite helpful staff & surroundings Thank you.
Clean bathrooms.



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

My children are at an age where every topic is so interesting to them (i.e., religion, science, history) The library is our main source of information.

Please tell us why you came to the library today:

My daughter is learning about Spiders in school. She was excited about asking for books about spiders. She checked out three book on spiders today to share with her teacher.

Other feedback is welcome:

The library is such an important part of my children's day. We love the library!



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

The library is important to our family because it promotes the love of reading, to connect w/ the community, and to provide our family vast resources in various subjects.

Please tell us why you came to the library today:

I came here with my son to borrow books ^{for} story time. We value quiet time like these to reinforce the importance of imagination.

Other feedback is welcome:

We love our community library and we value the service the staff have provided to our family. We love what the library provides, the computer resource, book selections, and videos/cds. Please extend your library hours during economy crisis like these. In the long run ~~for~~ our comm-



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unity be
reap triple
the rewards.

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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

It's a great place to come

Please tell us why you came to the library today:

To RETURN two books and a video

Other feedback is welcome:

This library is a great resource for our community, especially during this economic situation we're facing!



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

Cuz I like all the books.

Please tell us why you came to the library today:

Play games.

Other feedback is welcome:

From @AURIN



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glenoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

ACCESS TO BOOKS, TAPES, VIDEOS, ETC
FOR FREE. PLACE TO STUDY & USE
INTERNET. ESPECIALLY IMPORTANT
FOR CHILDREN.

Please tell us why you came to the library today:

RETURN BOOKS & VIDEOS. LOOK
FOR BOOKS

Other feedback is welcome:

THIS IS A VERY COMFORTABLE, WELL-
STOCKED LIBRARY. ENJOY COMING
HERE.



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140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

*It is well stocked, easily accessible
and has computer access. I also
enjoy the used book sales.*

Please tell us why you came to the library today:

*To get audio books, movie and
music. Audio books keep me from
road hypnosis and make my long
commutes seem to go faster. The
narrators are always outstanding actors
who bring the books to life.*

Other feedback is welcome:

*Glendora library has an excellent
selection of audiobooks both cassette
& CD's even in the children's section.
I bring my grandchildren to your
excellent book video, DVD section for*



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*them
too.*

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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

This library is very important to me because I use the computers for almost everything like school, work.

Please tell us why you came to the library today:

I came to the library today to fill out job applications and to check my email about my work schedule.

Other feedback is welcome:

I like how up to date this library is with the computers.



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

The Glendora Library is a very valuable resource for all who live in the area - I'm thankful hours were put back for patrons!!

Please tell us why you came to the library today:

To get some interesting reading material, use the computer & get 1 or 2 DVDs

Other feedback is welcome:

Your staff is VERY helpful & friendly - Thank to all of them



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741
www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

Because I can read three daily newspapers and many weekly and monthly magazines and various books without having to pay directly for them.

Please tell us why you came to the library today:

To read the newspapers and magazines and maybe read in a book or reference book.

Other feedback is welcome:

The air conditioning makes the library a good place to read on hot days.



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

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Please help us tell others how important your library is!

Please tell us why the library is important to you:

We L.O.V.E Our library = puzzles, books,
teap computers + storytime! My 3 yo.
begs to come over + hang out, wouldn't
know what to do w/out it 😊

Please tell us why you came to the library today:

We came to storytime, + to use the
computers, read + color.

Other feedback is welcome:

Need more preschool software on
computers.



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

I am now 63 years old, and have been a reader since I was about 3 years old. Wow - 60 years of adventure and learning as close as the nearest library!

Please tell us why you came to the library today:

I live in a neighboring town, but have long heard about how great the Glendora library is. I joined a few months ago, and have never looked back. I am returning books and will take home others. My favorite areas are new books, young adults, and mystery!

Other feedback is welcome:

Thanks for having good air-conditioning and a wonderfully cheerful and helpful staff



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

Story time at the library is
awesome! we have come every
week since she was a baby
My kids love to come.

Please tell us why you came to the library today:

Story time w/ my family
& to check out more
children's books.

Other feedback is welcome:



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140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

I can come anytime & use the wifi

Please tell us why you came to the library today:

Wifi needed it for school

Other feedback is welcome:

~~Very~~ Very nice library essential to our community



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

WORLD OF INFORMATION FREE

COOL AND RELAXING

Please tell us why you came to the library today:

CHECK ON LATEST BOOKS ON UNIVERSE

Other feedback is welcome:



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

It's a great resource for books for our kids.
Our librarian Cindy is the best ever! She's
"funny", fun and very very helpful. My
kids love to hear her read to them!

Please tell us why you came to the library today:

To choose books for my daughter (Kinder).

Other feedback is welcome:

We love, love, love the Glendora Library.
Could not survive (kids and myself) w/o
Cindy!! We love Cindy!!



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

There are so many resources for
enriching my life as a teacher & mom.

Please tell us why you came to the library today:

I am a working mother so I really
appreciate being able to bring my 3 year old
to story time at 7:00

Other feedback is welcome:



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

I like to check out books and read them (answer provided by an 8-year-old).

Please tell us why you came to the library today:

Because I wanted to go to PJ Storytime.

Other feedback is welcome:

I like playing the computer games.



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741
www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

The library is important to me because it's great for books that are needed in school and also a great place to study.

Please tell us why you came to the library today:

I came to the library today because I'm a volunteer and I really like volunteering here.

Other feedback is welcome:

kids should be more involved in ~~the~~ their library because it's good area to be familiarized with when you need sources for school or reading for fun.



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

*It Supplies^{me} with an endless supply of reading material.
It allows me to have hours of entertainment.*

Please tell us why you came to the library today:

To get some new books to read.

Other feedback is welcome:



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140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

READ THE NEWS.

REFERENCE FOR LAW & HEALTH.

Please tell us why you came to the library today:

READ THE NEWS.

Other feedback is welcome:



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140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

Great Resource for all Reading
Staff Very, Very helpful in locating
what I'm looking for

Please tell us why you came to the library today:

Travel Books
Leisure Books (fiction)
Return a book

Other feedback is welcome:

Love the comfortable chairs, small sofas



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Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

provides information and education

Please tell us why you came to the library today:

pick up some books I had on hold.

Other feedback is welcome:



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140 S. Glendora Ave, Glendora CA 91741

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Please help us tell others how important your library is!

Please tell us why the library is important to you:

for school

Please tell us why you came to the library today:

to get a book

Other feedback is welcome:

N/A



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140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

we have 2 small children and we
want them to experience the joy of reading.

Please tell us why you came to the library today:

Books & movies for our kids.

Other feedback is welcome:

your team is awesome!!!



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140 S. Glendora Ave, Glendora CA 91741

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Please help us tell others how important your library is!

Please tell us why the library is important to you:

Good books to listen to while I drive

Please tell us why you came to the library today:

to exchange books

Other feedback is welcome:

More - New/most recent books on tape - Thank you!



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Please help us tell others how important your library is!

Please tell us why the library is important to you:

To get Books + videos for me +
my grandchildren

Please tell us why you came to the library today:

To get books for my grandchildren

Other feedback is welcome:

Very Helpful Librarian in
childrens Book section



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140 S. Glendora Ave, Glendora CA 91741

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Please help us tell others how important your library is!

Please tell us why the library is important to you:

I NEED QUIET TIME AND READING DOES,

IF I CAN'T FIND THE BOOK (SOMEHOW I DOUBT THAT) THE
PERSONNEL ARE ALWAYS HELPFUL.

Please tell us why you came to the library today:

TO REVIEW MY SISTER'S BOOKS

Other feedback is welcome:

I AM VERY GLAD WE HAVE SUCH A NICE LIBRARY,



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140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

Wonderful programming and resources we
would not have access to otherwise.

Please tell us why you came to the library today:

For storytime and to borrow books & videos.

Other feedback is welcome:

This library is a wonderful place for fun, learning
and building community.



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

Exposing my child to books
and to develop interest and
love for reading

Please tell us why you came to the library today:

Story time

Other feedback is welcome:

We love how organized and
story time is



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES

OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

Reading to my child is an everyday part of our life. We love coming to the library and reading books. I love the kids section.

Please tell us why you came to the library today:

We came today for the storytime. We come every Thursday and it has really taught my son to socialize and interact with other kids.

Other feedback is welcome:



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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glenporalibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

*A wonderful resource for information
as well as fiction & DVD's*

Please tell us why you came to the library today:

*To look for books for or identifying
wildflowers in the San Gabriels, also
to pick up a book for a person
who is homebound*

Other feedback is welcome:



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

Because it allows access to amazing sources that I can
learn from. ~~for~~

Please tell us why you came to the library today:

To return items & to purchase books as well as borrow.

Other feedback is welcome:

I love this library! It would be great to have
more DVD documentaries than VHS.

Thank you!



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SNAPSHOT:

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OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

FREE BOOKS AND MUSIC AND MAGAZINES; RESOURCES.
I ENJOY THE SERENITY OF THE LIBRARY.

Please tell us why you came to the library today:

TO DO RESEARCH FOR A CLASS PROJECT.

Other feedback is welcome:



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

Books are important to me
I also use your internet.

Please tell us why you came to the library today:

internet

Other feedback is welcome:

This is a fine library.
Excellent staff



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES

OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

A nice place to study

A wonderful Resources provider

Thanks for Glendora Library!

Please tell us why you came to the library today:

I have a private study of Bible.

Other feedback is welcome:



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

for information to learn new things and other things

Please tell us why you came to the library today:

To get some book for i can read and to learn new thing and other thing in the world.

Other feedback is welcome:



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

I like to use the computer in the
kids room. I like the games

Please tell us why you came to the library today:

I came to use the computer and
check out DVDs

Other feedback is welcome:



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741
www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

DVDs and information

Please tell us why you came to the library today:

Return and get books

Other feedback is welcome:

Library is AWESOME!!!!!!!



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES

OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

I have access to a variety of books, CDs, DVDs, CDROMs & audio books that I don't have to pay for.

Please tell us why you came to the library today:

To return books & DVDs and to check out new items.

Other feedback is welcome:

Glendora library is awesome!!!
The staff is great!!



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SNAPSHOT: 71

ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
O C T O B E R 4 , 2 0 1 0



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

I like getting DVDs and books.

Please tell us why you came to the library today:

To return some book and to get some.

Other feedback is welcome:

I love my library and it is awesome
and I love it.



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES

OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

The library is important to me because
my kids enjoy reading books.

Please tell us why you came to the library today:

I came to the library today to bring
my son to "story time".

Other feedback is welcome:



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library
140 S. Glendora Ave, Glendora CA 91741
www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

WHERE BECAUSE, I CAN GET SO MUCH OF INFORMATION
THROUGH BOOKS, CDs, MY DAUGHTERS USED TO LOVES TO
READ BOOKS, TO DO SOME STUFFS IN COMPUTERS, etc.

Please tell us why you came to the library today:

STORY TIME & BOOK PICK UP.

Other feedback is welcome:

YOU ARE DOING AWESOME.



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SNAPSHOT:

2010
10/4

ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library
140 S. Glendora Ave, Glendora CA 91741
www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

Story time, helping develop my toddler, teaching him to love literacy!

Please tell us why you came to the library today:

Story time, & check out more books.

Other feedback is welcome:

Thank you for all you do!



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SNAPSHOT: 75

ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

Useful for ~~affo~~ important resources like books,
DVD & play area.

Please tell us why you came to the library today:

To return books & DVD. For my daughter
to explore the library, play area & books.
The library makes learning cheap &
possible.

Other feedback is welcome:



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SNAPSHOT:

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ONE DAY IN THE LIFE OF CALIFORNIA LIBRARIES
OCTOBER 4, 2010



Glendora Public Library

140 S. Glendora Ave, Glendora CA 91741

www.glendoralibrary.org

Please help us tell others how important your library is!

Please tell us why the library is important to you:

I enjoy reading the library is an excellent resource

Please tell us why you came to the library today:

To ck out a book.

Other feedback is welcome:

Nice facility and staff is always helpful.



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Division Monthly Reports



To: Robin Weed-Brown

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

Date: September 2010

Public Services - Cindy Romero, Janet Stone

Children's

<i>Date</i>	<i>Event/Outreach</i>	<i># of participants</i>
9/2/10	Council PTA	32
9/7/10	Sandburg Teacher Mtg.	25
9/13/10	Author visit Mina Javaherbin	18
9/14/10	Community Preschool	35
9/15/10	Community Preschool	28
9/20/10	APU ELF Presentation	33
9/21/10	APU ELF Presentation	46
9/27/10	Author visit Candace Ryan	18
9/28/10	Cullen 1st and 4th grade	76
9/29/10	Parenting author visit Dr. Cynthia Dollins	12
	Total Number of Participants	244

The Children's room played host to a variety of authors in September in cooperation with Blue Chair Books in downtown Glendora. We got caught in World Cup soccer fever as we listened to *Goal* by Mina Javaherbin, took a trip to the *Animal House* with Candace Ryan and learned the importance of reading to young children with Dr. Cynthia Dollins. We are looking forward to Laura Wynkoop, a library patron sharing her spooky poetry with the children on Oct. 25th at 4 p.m. when she shares *An Eyeball in My Garden: And Other Spine-Tingling Poems*.

We have begun to make monthly storytime visits to the local Community Services KIDS program. One of the Youth Services staff reads storytime to each class each month throughout the school year. We will begin to make visits to the Headstart program at Whitcomb High School later in October. Cindy also began to visit the Teen Parents program at Sunflower School with Chris Cravens the first week in October.

Cindy ventured over to APU to recruit and train ELF volunteers for the Fall semester. Cindy spoke on the importance of reading to children as well as giving more practical advice on how to read to young children. All of the students enrolled in Children's Literature are

required to gain experience in reading to children during the semester. Both of the Children’s Literature professors have asked us to return in the spring and have expressed how much they appreciate to partnership with the library.

The Glendora Council PTA began monthly meetings in September, a great place for sharing information regarding Glendora’s children. Superintendent Dr. Voors, School Board Members Gomer and Blum, parents, teachers and administrators as well as representatives from Glendora PD, the library and Community Services all attend the meetings. Cindy also had a wonderful opportunity to speak with Sandburg Middle School’s teachers earlier in September. We are scheduling times for the library to demonstrate some of our resources for the students.

Battle of the Books will take place on October 14th with 19 teams competing for the title. The first 2 years, 15 teams was the limit. This year, we raised the number of teams to accommodate the growing number of teens interested in the program. By the middle of this year’s summer reading club, we had 12 teams registered and more coming in. We are excited that this program has continued to grow and be such a successful program for teen readers and their families.

Spooky Stories is scheduled for Oct. 25th at 7 p.m. in the Friends Room. I hope that you will all be able to attend!

Adult

<i>Date</i>	<i>Event/Outreach</i>	<i># of participants</i>
9/8/10	Student observer at Information desk	1
9/13/10	Coordinating Council	46
9/13/10	Books Alive! <i>The Sun Also Rises</i>	9
9/20/10	Coordinating Council Board	17
	Total Number of Participants	73

Janet and Sandy joined Robin and Daisy at a “strategic reality check” session for the Southern California Library Cooperative (SCLC). Among the interesting exercises: rather than envisioning the institution itself in X years, formulate first what you want the community as a whole to look like, then figure out how the institution can be shaped to help with those goals.

We continue to assess alternatives to our current automated computer reservation system; on the prowl are Janet, Carlos, and City Information Systems Technology Supervisor Matt Jester. One of Public Services’ Thursday morning training sessions became “movie morning,” as Reference staffers worked through a couple of reservation system demos on video – and, of course, came up with some excellent questions for us to pursue.

Sandy’s occasional extra evening shift is paying off, as she strengthens our connection with the Glendora Historical Society by attending their bimonthly meetings. This particular go-

'round alerted us to *Glendora's Backyard: Big Dalton Canyon*, just published in June (and soon to be available on our shelves).

Our partnership with the Los Angeles Opera is off to a successful start, launched by the *Marriage of Figaro* presentation that welcomed 32 people. Part talk, part slide show, part music appreciation, the program elicited comments that were "overwhelmingly positive," as Gaetano reported. (Next up on 13 November: *Rigoletto*)

A few places out there are hiring – and they are getting candidates in what must be record numbers. Janet journeyed to Santa Monica Public Library to serve on one of four all-day panels ... on just the first of *three days* of interviews. Famine in job availability means feast in the applicant pool. There is always something to be learned about organizational structure and current practice during these ventures, as we catch up with old (and meet new) colleagues.

Support Services – Carlos Baffigo

- Carlos and representatives from other department met with Police staff to discuss emergency procedures and the upcoming Great Shake Out emergency preparedness event on October 21
- Daisy attended a strategic planning session for SCLC on September 21
- Glendora High School has terminated their contract with SCLC for Interlibrary Loan document delivery. GHS material returned to Glendora Library will now be mailed to the school district

Facilities:

- On Tuesday, September 14th, a broken sprinkler head in the Water Wise Garden resulted in a small flood inside the library. Public Works and Community Services staff were alerted and the problem was addressed
- Bird spikes were installed along the roof edges and ledges on the south side of the building
- The main air conditioning system was out of order on two occasions this month. Unfortunately, the malfunctions occurred during the hottest days of the summer. Service was called and repairs were made
- Installation of a new City phone system is set to begin in mid October

Development & Educational Services – Anne Pankow

<i>Date</i>	<i>Program/Event</i>	<i># of participants</i>
9/28/10	Quilting with Sandy Janicki	12
	Total Number of Participants	12

<i>Date</i>	<i>Community Outreach</i>	<i># of participants</i>
9/2/10	Outreach to Expectant Parents with Miss Bonnie at Foothill Presbyterian Hospital - resumed	44
	Total Number of Participants	44

The Annual Appeal was mailed out at the end of September to over 2,900 local businesses and residents. The goal this year is to raise \$20,000 through this annual campaign. The Annual Appeal will continue until June 30, 2011.

Entertainment Books are now on sale at the Friends Plaza Book Loft for \$25. Many local restaurants and services are included. What a great deal!

A new series of Quilting with Sandy Janicki classes began September 28 and will continue until November 30. This group is currently assembling an opportunity quilt as part of the Quilt Show scheduled for May 14, 2011. The quilt should be completed and on display in the library by the end of January 2011.

Glendora Public Library Summary Data for September 2010
 *starting May 2009 statistics are tracked differently due to new website

<u>Service Indicators</u>	This Year September	Last Year September	Percent Change	This Year-to-date	Last Year-to-date	Percent Change
I. E. Total Library Visitors	22,153	22,628	-2%	71,588	79,067	-9%
I. D. Total Items Loaned	35,847	36,378	-1%	117,488	117,810	0%
I. D.4. Electronic Circulation	375	183	105%	1,116	591	89%
III. A. Total Requests for Information/Adult Services	2,230	2,511	-11%	7,295	8,029	-9%
II. A. Total Items Owned	147,938	149,431	-1%	-----	-----	-----
V. A. Total Web & Electronic Resources & Databases *	14,827	14,897	0%	44,875	43,698	3%
V. A.2. Library Home Page Views *	11,502	10,483	10%	32,509	31,350	4%
VI. A. Total Number of Programs	6	9	-33%	32	38	-16%
VI. E. Number of Literacy Students Active	36	38	-5%	-----	-----	-----
VI. E.1. Literacy Hours Tutored	125	154	-19%	370	456	-19%
VI. F.1 Total Number of Volunteer Hours	554	752	-26%	3,392	4,243	-20%
I. G. Total General Fund Revenue	\$4,227	\$4,885	-13%	\$14,143	14,545	-3%

These statistics are subject to verification.

06

September – October 2010 Events



Children's Author Candace Ryan
September 2010

Opera Talk
October 2010



Anne Pankow being recognized
by City Manager Jeffers for
10 merit coupons
October 2010

Continued...

Carlos Baffigo being recognized by City Manager Jeffers for 10 merit coupons October 2010



Elisabeth Meshriy being recognized by City Manager Jeffers for 10 merit coupons October 2010

Lisa Moskowitz being recognized by City Manager Jeffers for 5 merit coupons October 2010



Continued...



Yessica Pinedo being recognized by City Manager Jeffers for 5 merit coupons October 2010

Gail Jebbia being recognized by City Manager Jeffers for 15 merit coupons September 2010



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
 Date: October 18, 2010
 Re: Agenda Item # 7.1: Review of Library Staff Materials Procedure

Attached for your review is the Library Staff Materials procedure.

This procedure was put into place as a 'just in case'. Our priority is patron access and staff is very cognizant of that. There have not been any issues regarding abuse of access to library materials in recent memory.

Recommendation:
 Review procedure. Approve as is or direct staff if changes are required.

City of Glendora
Library Staff Policy

- Subject: LIBRARY STAFF MATERIALS POLICY
- Effective Date: March 22, 1993; Revised November, 2001
- Authority: Library Director
- Policy Objective: To establish clear lines of staff responsibility regarding library materials
- Assigned Responsibility: Library Staff

Policy:

Library employees are exempt from paying overdue fines, provided that overdue materials are returned before the billing stage.

Any employee who removes unprocessed items from Support Services without written consent, or who removes cataloged items without properly checking them out on the computer, will be subject to discipline.

Rationale

Unauthorized possession of library materials, including failure to pay for or return long-overdue items is a misdemeanor under State law. Employees are not exempt from the law. Library employees have more opportunity to properly checkout, renew and return materials than do library users. Overdue or improperly checked out materials result in costly use of staff time to search for materials and process notices, as well as causing poor service and the potential cost of unnecessarily ordering replacement materials.

Procedure

If an employee receives a bill, which means the item has been overdue for thirty days, the item must be returned or paid for immediately. In addition, the employee will be required to search other billed items for one hour.

Billed items that are returned or paid must be brought to the attention of the overdues staff or the Customer Service and Facilities Manager. Schedule time with them and your supervisor to search for one hour within the week of receiving the bill. You must schedule an appointment with the Library Director with documentation that the requirements have been met.

Discipline

Non-Permanent employees (part-time or probationary) may be subject to immediate dismissal for willful violations of this policy. Permanent employees will be subject to progressive discipline as outlined in the City Personnel Rules. Discipline includes a range of actions from verbal warning to demotion, suspension without pay and dismissal.



Glendora Public Library Events

October 2010

- 02 10 a.m. *Super 7 Day Sale* in the Library – main floor
02 2 p.m. Opera talks: interactive presentation led by members of the LA Opera's Speakers Bureau featuring *The Marriage of Figaro*; first in a series– Bidwell Forum
9-11/20 In –N-Out *Cover to Cover* program starts (formerly *Food for Thought*) – Children's' room
14 6 p.m. Battle of the Books – Bidwell Forum
16 9:30 a.m. Adult Literacy Tutor Training – registration required – Bidwell Forum
18 7 p.m. Library Board meeting – Bidwell Forum
25 4 p.m. Visit by Children's author Laura Wynkoop, author of *An Eye-Ball in my Garden: And Other Spine-tingling poems* – Friends Room; **in partnership with Blue Chair Children's Books**
25 7 p.m. Spooky Stories under the Stars – Friends Room
26,27,28 10:30 a.m. Trick or Treat around the Library after Storytime
27 5:30 p.m. Novel Idea: *South of Broad* by Pat Conroy – Friends Room

November 2010

- 04 3:30 p.m. Books n Brownies; Teen book discussion group *Midnight Magic* by Avi –Friends Room
06 10 a.m. *Super 7 Day Sale* in the Library - main floor
08 7 p.m. Books Alive! *Shop Class as Soulcraft* by Matthew Crawford - main floor
11 Library closed – Veterans Day
13 2 p.m. Opera talks: interactive presentation led by members of the LA Opera's Speakers Bureau, featuring *Rigoletto* – Bidwell Forum
15 7 p.m. Library Board meeting – Bidwell Forum
20 In-N-Out *Cover to Cover* (formerly *Food for Thought*) program ends
24 Library closes at 5 p.m.
25 & 26 Library closed – Thanksgiving Holiday

Storytimes

- *Story Adventures, variety of literature-based programs & activities: ages 5 and up – Monday 4 p.m. NEW*
- Family PJ Storytime: ages 3 -7 - **Monday 7 p.m.**
- Family Craft Night: third **Monday** of each month after Family PJ Storytime
- Time for Tykes: ages 3 - 5 – **Tuesday & Wednesday 10:30 a.m.**
- Mother Goose Storytime: infants & toddlers – **Thursday 10:30 a.m. & 11:30 a.m.**
- Family Storytime: ages 2-5 – **Saturday 10:30 a.m.**

Community Outreach

- Babies, Books and Bibs/Family Literacy Outreach, 1st Thursday of every month – resumes September 2, 2010
- Born To Read/Teen Parent Outreach, 1st Wednesday of every month at 12:30 p.m. - Arrow High School

Foundation Executive Board Meeting

- November 5, 2010 @ 7:00 a.m. Library – Main Floor

Foundation Quarterly Board Meeting

- October 19, 2010 @ 7:00 a.m. Library – Bidwell Forum

8.
Board
Member
Items



Glendora Public Library
Board Agenda Planning Calendar
FY 10-11

July 19	Eval: Lib Board; Elect officers; appoint Foundation Liaisons; discuss Library Board Goals; Closed session: Eval: Lib Dir;
August 16	Finalize Library Board Goals FY 10/11; review <i>Role of the Glendora Library Board of Trustees</i> document
September 20	SRC wrap up; Holiday Hours: Thanksgiving & Christmas; review <i>Study Room Procedures</i> ; review <i>Red Alert Procedures</i>
October 18	Review <i>Library Staff Materials Procedures</i>
November 15	Review <i>Request to limit or revoke privileges</i>
December 13	(moved from December 20) Mid-year review of goals 10-11
January 24	(Adjusted for MLK Day) Budget Priorities FY 11-12-initial discussion; Staff appreciation;
February 28	(Adjusted for President's Day); Friends Foundation funding staff requests for FY 11-12; begin planning for annual joint meeting with city council; CALTAC workshop attendance (workshop usually in March);
March 21	Candidates for Board vacancies; Bookmark contest judging; goal planning for 11-12;
April 18	Begin process of self-evaluation and evaluation of Lib Dir (include past Board evaluations & the Board's current goals)
May 16	Self-evaluation of the Board; evaluation of the Lib Dir-begin process (possible closed session);
June 20	Agenda planning 11-12; Eval. Lib Board; Closed session: Eval- Lib Dir; Orientation planning for new Board member; Library goals 10-11 wrap-up