

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

**Library Conference Room**

**October 17, 2005  
7:00 p.m.**

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

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

**1. CALL MEETING TO ORDER**

**2. PUBLIC COMMENT PERIOD**

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

**3. ADOPTION OF AGENDA**

*Possible motion to revise order of business or other*

**4. CONSENT CALENDAR**

4.1 Minutes of meeting of September 19, 2005- action item

**5. REPORT OF LIBRARY DIRECTOR**

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

**6. UNFINISHED BUSINESS**

6.1 Strategic Planning Update

*President Theel to report on status*

**7. NEW BUSINESS**

7.1 Holiday Hours for 2005 – possible action item

*Board to discuss and affirm holiday hours for 2005*

7.2 Review Patron Confidentiality Policy – possible action item

*Pankow to lead discussion*

7.3 Library Events Calendar

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

**8. BOARD MEMBER ITEMS**

8.1 Agenda Planning Calendar

*Plans for future meetings to be discussed*

8.2 Board member items

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

**9. ADJOURNMENT**

**4.**  
**Consent**  
**Calendar**

1

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

Library Conference Room  
140 S. Glendora Ave, Glendora CA 91741

September 19, 2005  
7:00 p.m.

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

Board members present: James Theel, Doug Hodson, Don Fields, Sylvia Slakey, Sandra Freeman

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 (Slakey/Freeman) to approve Minutes of meeting of August 15, 2005.

**5.1 REPORT OF LIBRARY DIRECTOR**

Weed-Brown asked if any of the Board members were interested in attending the California Library Association Conference scheduled for November 4, 5 and 6. Freeman expressed her desire to attend and said she would let Weed-Brown know whether she will attend the whole conference. Theel said that he was interested in seeing the vendors, but then noted that he will be out of town.

Weed-Brown reported that she and the Development Office staff attended the event at the Candlelight Pavilion. Some Friends Foundation members also attended. Ben Bollinger talked briefly about the Glendora Public Library at the event. The Library will host a Fashion Show with staff members as models on September 20<sup>th</sup> from 2 p.m. to 4 p.m. The Board commented on the articles included in the director's report.

Theel voiced his concern about the library losing data due to network servers crashing the week-end of September 9<sup>th</sup> to 12<sup>th</sup>. He asked how often back-ups are being done and whether they are taken off-site. Weed-Brown replied that back-ups are supposed to be done every day except on week-ends. She said she would contact the City's Information Technology department to verify the procedure.

The Board discussed the Library's current open positions. Weed-Brown stated that the Library Aide III position in the Children's room and the receiving position in Support Services are vacant. The internal recruitment for the Customer Service & Facilities Manager started today. Weed-Brown noted that positions might be restructured to create two full-time Library Technician positions, which would provide for improved coverage and continuity. The Children's Librarian Cindy Romero is planning on returning to work after her baby is born.

Theel asked whether readers are needed for Spooky Story night. Weed-Brown responded that all five Council members have volunteered to read.

**5.2 Summer Reading Club Wrap Up**

Senior Librarian Carolyn Thomas introduced Children's Librarian Cindy Romero and Young Adult Librarian Gaetano Abbondanza. Thomas provided a summary of the 2005 Summer Reading Program, which included statistics on participants, programs, volunteers, volunteer hours as well as costs. The end of summer reading club party was very successful. Thomas felt it was a tremendous success thanks to the support and guidance of the Friends Foundation, the Library Board and Weed-Brown.

Thomas elaborated on several of last year's recommendations that were implemented this year. The Friends Foundation provided a free book for each person who registered for the Summer Reading

2  
Program. Reading Program Manager software purchased by the Friends Foundation was utilized. A Teen volunteer program and outreach to the schools were some more changes carried out this year.

Thomas considered the outreach a great success. Librarians visited ten schools, and attended classrooms and school assemblies. Thomas pointed out the patron letter addressed to Librarian Rebecca Simjian.

Abbondanza stated that the Young Adult program had a record enrollment. He provided a summary of the Summer Reading Club guidelines. Abbondanza is looking to expand the High School volunteer program throughout the year. He reviewed the recommendations for the Young Adult program for 2006. Some discussion ensued on the enrollment numbers for children from the various schools. The Board commented that students could be poled next year.

Abbondanza reported on the Adult Summer Reading Program and pointed out the recommendations for 2006. He noted that book reviews were not posted this year. They were available at the Information desk for patrons to look through. Thomas stated a goal for next year will be to post the adult book reviews on-line, since the Library no longer has a bulletin board.

Romero thanked the Friends Foundation for funding the Summer Reading program. Many parents commented on how much everyone enjoyed it. Approximately 1200 children signed up for the Children's Program. Romero summarized the Children's Summer Reading Club statistics. She pointed out that this year the program was offered to 2-year olds for the first time. She added that the outreach received a positive response. Romero thanked everyone who was able to attend the Summer Reading Club volunteer party.

The Board offered their congratulations to Thomas, Romero and Abbondanza.

Thomas stated that Romero and Abbondanza will attend the district-wide PTA meeting to promote library resources. Theel commented that one of the focus group attendants stated they appreciated seeing the Glendora Library at their school. Hodson asked about having the children's programs in a larger space next year, such as the park. Romero stated that the Park has limitations. She felt offering two programs instead of one will solve the problem.

Thomas concluded that she will present the results of the Summer Reading Program to the Friends Foundation in October. Theel suggested bringing last year's numbers as comparison. The Board congratulated everyone again on a successful Summer Reading Program.

## 6. UNFINISHED BUSINESS

### 6.1 Review of Administrative Policy 4.03 – Display policy – possible action item

Weed-Brown stated that the Children's guidelines were added to the policy and the financial guidelines were eliminated since last month's discussion. Risk Manager Deborah St. George reviewed and re-wrote the application. Some discussion ensued on whether the market value is needed on the application. The Board discussed the security in the library. **It was MSC (Hodson/Freeman) to approve Administrative Policy 4.03.**

### 6.2 Review of Administrative Policy 4.04 – Bylaws – possible action item

Weed-Brown and the Board reviewed the authority for this Administrative Policy. The Board discussed Article II and the process of appointing Board members. Theel and Hodson pointed out that the bylaws conform to State Law. The Board discussed Article VII. Weed-Brown offered to take this policy to the City Manager for review. **It was MSC (Slakey/Hodson) to re-affirm Administrative Policy 4.04.**

### 6.3 Strategic Planning Update

Theel stated that so far the teen and the parent/educator focus group have met. Participants appreciate the fact that they are able to provide in-put. The responses to date show that people like the library staff and they like what the library has to offer. Theel added that it is important to distribute the flyers about current library services at the focus group meetings.

Weed-Brown pointed out that PR for the library's databases will be done this fall. A sub-committee is also working on restructuring the library's web page to promote more effectively what the library has to offer. Theel suggested adding the library's web page address to all PR. Hodson wondered whether the Library's web page address could be changed to "GlendoraLib.org", which would make it easier for people to find.

This address would be set up to then direct people to the library web page. Weed-Brown stated she will check with the Information Technology department.

3

**7. NEW BUSINESS**

**7.1 Library Events Calendar**

The Board reviewed the events calendar. Theel commented on the amount of events taking place in September and October.

**8. BOARD MEMBER ITEMS**

**8.1 Agenda Planning Calendar**

Weed-Brown stated that Baffigo will attend next month's Board meeting to respond to questions on the patron confidentiality policy. Fields asked about obtaining a list of patrons with overdue materials. He inquired if this list can be released to him. Weed-Brown stated that staff is looking into that. Slakey asked about the status of the salary report. Weed-Brown replied that it is still being worked on.

**8.2 Board Member Items**

Fields stated the Summer Reading Program presentation was excellent.

Hodson stated that everyone did an excellent job with the Summer Reading Program.

Slakey concurred. She pointed out that the Trustee notebooks have been updated by her and Cathel. One notebook will be in Weed-Brown's office, the other one on Cathel's desk. This should make it easier to keep them updated.

Theel said the Summer Reading Program team is very energetic. The answers from the focus groups reaffirm what the Library is already doing. The library is doing well and there are positive comments about the library staff. People are thankful that they are being asked to provide input. The participants would like to receive feed back once this process is over.

Freeman stated that it is important to provide feed back.

**9. CLOSED SESSION**

**Discussion on Library Personnel Issue**

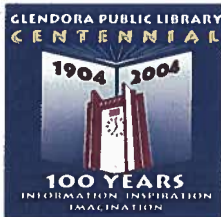
The Board went into closed session at 9:10 p.m. and emerged at 9:31 p.m.

**There being no further business, meeting adjourned at 9:32 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@ci.glendora.ca.us

Glendora, CA 91741

4

## MEMO

To: Board of Library Trustees  
From: Library Director  
CC: City Manager  
Date: October 11, 2005  
Re: Director's Report

---

This will be a brief report. I am currently at home, with surgery pending on Monday Oct. 10<sup>th</sup>. You will find more detailed information on library activities when you read the manager reports. Anne Pankow will be attending the Library Board meeting in my place.

### Community

Focus groups met the month of September. Jim Theel has done a wonderful job in pulling all of the information together. In fact everyone from the committee has been great. Thank you too for those on the board that stepped in to help with the focus groups and community meetings. It will be interesting to learn how the community meetings went.

There was a wonderful article in the Glendora Press Highlander on our puppet display and community meetings by Anissa Rivera. She also mentioned our volunteer 'curator', Steve Slakey, who has been terrific in arranging and coordinating the displays in the historical exhibit.

Fall programming has gotten off to a great start. We had a nice turnout for the fashion show in September. The Friends Foundation fund-raiser at the Candlelight Pavilion Sept. 17<sup>th</sup> was a delightful evening. The jazz concert and FF book sale on Oct 5<sup>th</sup> is always a joy to have in the library. With the arrival of October, Halloween events have started up too.

### Staff

Carlos Baffigo was promoted to Customer Services and Facilities manager after almost a year in that position as 'acting' manager. I am looking forward to watching his continued development as a manager and as a member of the management team. Congratulations Carlos!

Sandy Krause was promoted to the vacant Librarian II position. For the first year she will be filling this as a Librarian I. Upon successful completion of the first year, including receiving her MLS, she will be promoted to the Lib. II level. Sandy brings energy, enthusiasm, creativity and a technology perspective that will enhance our library's reference staff. Congratulations Sandy!

Lanette Granger's last day with us was October 7. She has been working as an on-call librarian for us-first up in technical services and then as a reference librarian. We wish her good luck in her future.

Thomas Montoya, Library Page, had his last day with us Sept. 20<sup>th</sup>. Carlos immediately filled the position with Meredith Ashbran. Welcome Meredith!

Management staff has started attending the MAP training. Carolyn and Ted attend separate sessions in October; Carlos and Anne in November.

I am pleased to announce that we have a fair number of staff attending the CLA conference in Nov. in Pasadena. I am glad they have taken advantage of the close venue to enhance their library skills and network.

Director

What can I say?! This last set of injuries has left me feeling embarrassed and frustrated. I am so sorry! I am guessing that I should be back in early November now that surgery is scheduled for the 10<sup>th</sup> instead of the 15<sup>th</sup>.

The good news is that the staff knows how to carry on with or without me and I have peace of mind knowing the library is in good hands-theirs!



# Division Monthly Reports

Glendora Public Library  
(626) 852-4891

140 S. Glendora Ave. Glendora, CA 91741  
library@ci.glendora.ca.us

**To:** Robin Weed-Brown – Library Director

**From:** Carolyn Thomas, Carlos Baffigo, Cindy Romero, Gaetano Abbondanza, Anne Pankow, Ted Taylor

**Date:** September 2005

## Adult Services/Reference

*Carolyn Thomas*

Sandy Krause is our new Reference Librarian and joined our staff on October 10. Sandy had been working as a Library Aide II in technical services and attending graduate school. She expects to receive her MLS in December 2005. Next time you are in, stop by the Information Desk and say hello to her; we are very happy to have Sandy with us.

Lanette Granger, a part time Librarian, resigned effective October 7. Lanette worked previously in technical services and was hired as a librarian when she received her MLS. We are sorry to see her go but wish Lanette well.

Books Alive! was held on September 12 and we had 16 joining in the discussion of *Funny In Farsi* by Firoozeh Dumas. We will be reading *East of Eden* by John Steinbeck and will meet to discuss it on November 14.

There are several programs coming up in October. Children’s programs include Creepy Cuisine, where kids make ghoulish delights to eat, Trick or treat around the library during storytimes and Spooky Stories where kids come in costume to hear Halloween stories. Also, Teen Read Week is held October 17-22 where teens receive a free book for reading and reporting on any nonfiction book they have read. Cindy and Gaetano attended the District PTA meeting to advertise these programs.

We have added another database “Worldbook Online” which is a children’s resource. This is available remotely. We have demonstrated this database to several school tours and have another tour set up for later in October to promote this database.

## Circulation and Facilities

*Carlos Baffigo*

### Circulation

Circulation staff is still seeing the effects of the September 11<sup>th</sup> computer data loss event. The problems stemmed from a malfunction in the roof top air conditioning unit that supplies the city’s computer network servers. The unit experienced an unexplained power spike that blew a fuse. Consequently, the temperature in the city’s computer room rose to dangerous levels causing hard drive failures in the city’s computer network servers which run the library’s Polaris automation system. Recovery of data was not possible due to the extent of the damage to the equipment. As a result, two days of transactions were lost including checkin, checkout, holds, and registration data.

September’s statistical data will reflect the data loss.

7

Carlos Baffigo officially became Customer Service and Facilities Manager.

Library Page Thomas Montoya resigned.

Meredith Ashbran was hired on 9/27/05 as on-call Library Page. Welcome Meredith!

Work continues on the plan to re-structure circulation staffing for maximum coverage and better continuity.

### Facility

Air-Ex Air Conditioning is working to evaluate the computer room roof-top air conditioning unit and determine the cause of the September 11<sup>th</sup> malfunction. The frequency of service calls for the two roof-top units have increased in the last few years. The roof-top units are at least 20 years old and may need replacement. If replacement is necessary, it will be regarded as a separate project than the FY05-06 budgeted library air conditioning replacement project currently underway.

The upper lobby automatic door project was completed with the installation of new glazing covering the opening left by the removal of the old door system.

Public Works has been contacted about the status of the northwest corner wall waterproofing project. The repair project will prevent water from leaking through the wall which is below grade. Last winter, a large section of periodical material was damaged beyond repair, partly due to the leak. The through-wall leak was not part of the FY04-05 Plaza waterproofing project. Public Works will inform the library of the status as soon as the project is considered.

### Children's Services/Young Adult

*Cindy Romero & Gaetano Abbondanza*

#### Children's

September was a busy month in the Children's Room. Many school aged children came in daily to do their homework as well as find resources for their assignments. Our regular schedule of storytimes began the week of September 6. We had a total of 695 people attend our 4 weekly storytimes.

Carolyn and I gave a tour to a group of 1<sup>st</sup> and 4<sup>th</sup> graders from Cullen School. We will be giving a tour to another group from Cullen School later in the month. Several other groups have contacted me requesting tours of the library.

October will be a busy month. We have started the In-n-Out Food for Thought program which will run through the middle of November. Children who read 5 books are eligible for a certificate for a hamburger from In-n-Out. We will have Creepy Cuisine on Thursday, October 20 and 27. Spooky Stories will be held on Wednesday October 26 in the Bidwell Forum. Morning storytimes on October 25, 26, and 27 will be trick-or-treating around the library.

This month, we have a Build-a-Bear display in the Children's Room. Please stop by and see it.

#### Young Adult

Teen Read Week is October 17-22, 2005. Teen Volunteers came in to the library and updated the teen bulletin board to reflect this. I contacted the Glendora High School newspaper in regards to placing an advertisement for computer center volunteers. The ad will run on October 21. I accompanied Cindy

Romero on October 6<sup>th</sup> to the district PTA meeting, where we presented information about the teen read week program and live homework help.

**Development & Education Services**

*Anne Pankow*

The Candlelight Pavilion fundraiser was held on September 17<sup>th</sup>. The Candlelight Pavilion celebrated their 20<sup>th</sup> Jubilee Anniversary by donating a portion of the ticket sales to community organizations during the Jubilee celebration. This night had the second highest attendance during the Jubilee celebration. This fundraiser earned \$798 for the Friends Foundation, \$668 from ticket sales and \$130 from raffle tickets sold for 2 gift baskets. The gift baskets were provided by Kitty Garvey and Diane Kent. The money will help provide new books for children of families who receive a holiday gift basket at Christmas.

The library hosted a fashion show by Stein Mart located in La Verne on Tuesday, September 20 from 2 – 4 p.m. on the main floor. Clothes were modeled by library staff, volunteers and patrons. Jackie Cutler, a Night on the Plaza committee member, coordinates fashion shows for Stein Mart. This event attracted new visitors to the library. Forty five people attended the fashion show.

Bonnie Deering conducted one Babies, Books & Bibs program at Foothill Presbyterian Hospital. Thirteen pregnant soon-to-be mothers attended along with other family members and friends for a total of 26 who listened to Miss Bonnie’s song and story time while she stressed the importance of reading to their child beginning at birth.

The Friends Foundation applied for and received a \$2,000 grant from the Wynn Foundation. This grant was written by Malla Ramkishun, the Development Office database administrator. It was her first time writing a grant. Way to go, Malla!

**Support Services**

*Ted Taylor*

On Monday, October 10, 2005, we welcomed back a ‘newest’ employee to the Support Services staff. Daniela Overlock has taken the place of Sandy Krause as the Library Aide II-receiving. Her Support Services duties involve opening and checking the contents of the many library materials (audiobooks, books, videos, etc.) that are ordered and to be added to the collection. She returns to the job she once had, and in fact, she was the person who trained Sandy, a couple of years ago. We are fortunate to have her skill and knowledge of the job to take on these responsibilities on such short notice.

Library orders are in full swing, and the staff is busy keeping up with the work.

The first phase of the magazine title/holdings conversion into the Polaris Serials system has been completed. All currently received magazines are now being entered into the computer as a ‘serial’ and not as a book. Each new magazine issue is barcoded and entered into the Polaris computer system. The newest issue of the magazine now appears at the top of the holdings display for that title.

Also, the Children’s video project is nearly complete; we are just waiting on a few videos to be returned. This project involved, removing all videos from the children’s collection that are not rated G. These videos are now found in the adult classic video collection. As a result, all videos in the children’s collection are rated G.

9

The library staff continues to handle circulation issues related to the library computer server crash on Sunday September 11, 2005. Other minor effects of this incident are also being fixed.

The Library's website has been updated regarding the members of both the Library Board of Trustees as well as the members of the Friends of the Library Foundation. Thank you to both Chris Cravens and Elke Cathel for the updated photos.

10

Glendora Public Library Summary Data for September 2005

	Last YR Sept.	This YR Sept.	Percent Change	Last YTD	This YTD	Percent Change
<b><u>SERVICE CONTACTS</u></b>						
1.7 Hours Open	230	226	-2%	685	715	4%
A. Library Visitors	22,455	21,203	-6%	71,107	72,156	1%
A.2 Visitors per Hour	98	94	-4%	—	—	—
C. Community Contacts*	1209	3846	218%	3,915	8799	125%
TOTAL SERVICE CONTACTS (A+C)	23,664	25,049	6%	75,022	80,955	8%
<b><u>KEY SERVICE INDICATORS</u></b>						
1. Total Registered Borrowers	—	—	—	46,505	50,936	10%
1.2 Library Cards Issued	392	318	-19%	1,084	1,006	-7%
2. Items Loaned	29,536	26,034	-12%	95,779	94,946	-1%
2.1 Items Loaned per Hour	129	115	-10%	—	—	—
3. Requests for Information	3,741	4,817	29%	9,772	13,069	34%
C.5 Presentations, Community & Special Events	1	2	100%	22	5	-77%
C.6 Presentations, Community & Special Events - Attendance	37	71	92%	387	513	33%
E. Total Computer Usage	21174	19418	-8%	63,193	66,137	5%
4.9 Children Attending Programs	412	760	84%	1,940	3,108	60%
E.5 Library Home Page Views	1,831	2,109	15%	5,382	6,600	23% ***
<b><u>SPECIFIC SERVICE INDICATORS</u></b>						
<i>(included in above totals)</i>						
A.4, A.6 Total Forum Attendance	55	705	1182%	1960	2900	48%
3.3 Fax, Mail & E-mail Requests for Information	4	18	350%	16	61	281%
3.2 Telephone Requests for Information	198	206	4%	600	572	-5%
3.1.3 Percent of In-Person Questions - Complex Questions	117	174	49%	287	473	65%
4.1 Children's Requests for Information	790	1163	47%	2,194	3,514	60%
D.1 Literacy Students Served (Currently Active)	7	17	143%	25	55	120%
D.2 Literacy Hours Tutored	32	44	38%	81	151	86%
E.2 Internet Users	3284	3224	-2%	9,343	9,944	6%
E.3 Electronic Resources Users	676	2627	289%	2,232	9,349	319%
E.4 Web Links Collection Views	17,147	13,477	-21%	51,518	46,583	-10%
F.2 Volunteer Hours	374	397	6%	1,419	2,165	53%
G.1, G.2 Fines/Fees & Vending Fees Collected	\$4,785	\$3,350	-30%	\$14,894	\$12,184	-18%
H.1 Items Owned (snapshot)	—	—	—	139,797	145,002	4%
I.6 Percent of Collection Overdue (snapshot)	4%	4%	0%	—	—	—
2.3 Percent of Collection Checked Out (snapshot)	21%	18%	-3%	—	—	—

All Story times cancelled July 28 - September 13, 2004 due to Plaza Project

No events in the Forum July 28 - September 13, 2004 due to Plaza Project

Library closed October 20 -October 25, 2004 due to flooding opened on October 25 at 2 p.m.

Library closed November 11, 2004 - Veterans Day, and closed November 25 & 26 for Thanksgiving

Library closed at noon Dec 23, closed Dec 24-26, closed at noon Dec 30, closed Dec 31 due to Holidays

Library closed January 17, 2005 in observance of Martin Luther King Jr. Day

Library closed February 21, 2005 in observance of President's Day

Library closed May 30, 2005 in observance of Memorial Day

Library closed July 4, 2005 in observance of Independence Day

All data lost September 9, 10, 12 due to hard drive failure (unable to renew items Monday, Sept 10-lost revenue-fines-holds)

\* New statistical data being collected starting March 2000

\*\*YTD figures represent annual average visits per hour

\*\*\*City does not default to the Library's Web Links page, consequently numbers are lower and software changes are counting differently

We are monitoring new system data and these statistics are subject to verification.

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

GLENDORA PUBLIC LIBRARY - 2005

THEMES FROM FIVE FOCUS GROUPS

Services for Patrons

One-on-One Service  
Competent Staff  
Research Help  
Research Classes  
Help with Public Computers  
Staff with Foreign Language Skills  
Easy Access  
Access from Home  
Express Computers  
Consistent hours  
Open More  
No time limit on check out  
Tape Players to loan

Library Environment

Large meeting room (Bidwell)  
Defined areas for Adults, Youth, Children  
"Starbucks"  
Quiet Room  
Talking Room  
Reading Room  
Hang Out Room  
Evening Hang Out Area  
Needs more life  
More Space  
Up-Dated Computers  
More Computers  
Wireless  
Soft music playing  
Comfortable chairs  
Living room feel

Books & More

Genealogy  
Recreational Reading  
Videos  
Books  
DVD's

- Music CD's
- VHS
- Books on Tapes
- Books on CD's
- Magazines
- More automotive books
- Inter-Library Loans
- More Fine Literature
- Foreign Language Books
- Internet focus vs. books
- Large Print books
- Local History
- Web access to school libraries
- Scouting info
- Tumble Books
- Tutor.com
- Current newspapers
- Wide variety of books

The Library Outside the Building

- Outreach to underprivileged
- Outreach to seniors
- Branch Library
- Coordinate/Partner with schools
- Bookmobile
- Partner with bookstores
- Partner with business
- Decentralize library
- e-mail library information to residents
- Advertise more
- Outreach to teen center
- Outreach to senior center
- Speaker's Bureau
- Work with PTA's
- Work with Scouts
- Work with Service Clubs



Programs for Patrons

- Adult Literacy
- Adult medical programs
- Adult legal programs
- Children's Programs
- College Fair nights
- Career Fair nights
- Discussion groups for teens
- Computer classes
- Encourage early reading
- Meet the author nights
- Volunteer programs for youth & adults
- Crafts
- Movie Nights
- Music Programs
- Book Clubs
- Story Times
- Summer Reading Programs
- Programs on how to buy good books

## Teen Focus Group Answers

10/12/2005

***We would like to know how you look at the use of a public library. Going back to all the libraries that you have visited or used, tell us:***

***What services do you want from ANY public library?***

- Music CDs
- Newspapers-older ones (Like Huntington) for reference etc
- Access to information –books, electronic
- Critical commentaries on line (for paper writing)
- Space for lots of books & computers etc
- Discussion groups for teens for school books, including helpful reference lady to discuss books
- One-on-one staff help for all areas
- Passport renewal and info
- Art nights to view and discuss paintings, photos; all ages-orchestras
- Cultural events: food from different countries, costumes, speakers, find out about other cultures
- Flexible room to read and hang out comfortably
- Room for group projects
- Soft music, classical, comfortable sofas and furniture, maybe upstairs-to read away from main area
- Kid programs, esp. to get them started reading, songs, dances, fun carpet, read stories to them
- “Monrovia reads”-library bus that serves underprivileged, gives out free books, reads to kids, checks out books
- After school tutors to help kids read, esp. if parents are non-English speaking and can’t read to them at home
- Movie nights (like *Hotel Rwanda*-follow up discussion example: Human rights videos)

***Since every library serves multiple functions within its community. Please tell us:***

***What should the roles of the Glendora Public Library be in our city? (Refer to handout & indicate top 3 priorities)***

- Role model to people-especially teenagers-appeals now to younger kids; make it more appealing; unless library is more social, won’t attract; liven up the look-more coffee-shop feel

## Teen Focus Group Answers

15  
10/12/2005

- Move nights-no cost, refreshments, discussion
- Have teens as staff members to assist peers
- Open later at night maybe twice a week
- Bring services like free books to children in our town-including our elementary schools, Southern Glendora, parks. Bus for check-out, book day at the park
- Activities relating to books that are read to them
- Large annual book fair-authors, food, stories, books for sale
- Career fair nights-have those with jobs explain what they do
- Family activities-like project/activity they can do together
- Game room-pool table there-trivia games

### ***What do you see as the “strengths” of the Glendora Public Library?***

- Tutor.com – good on-line tutor service
- Information desk-persistent in finding what you need
- Tumblebooks – good kids program for reading or being read stories on-line
- Kids crafts
- Likes receipts at check out-legible
- Outreach program for teens at Glendora schools (documentary)
- Wide variety of books and media
- Computers
- Carpet’s wild – so 70s
- Story time – fun chairs and tables, increases kids vocabulary and strengthens reading skills
- Separate sections for different ages
- On-line services
- Likes photos of Glendora (on Centennial Display)
- Possible for residents to do display
- Can order periodicals from other sources – and other materials-to be delivered closer to home
- Educational –i.e. computer classes

### ***What do you see as the “weaknesses” of the Glendora Public Library?***

- Can't use public phone to call home for a ride

## Teen Focus Group Answers

10/12/2005

- Hours odd – since not open evenings after Wed-want consistency. Can't use part of the week
- Cool to have tables and umbrellas to use the plaza-nice outside setting-incl food and drinks
- Information desk-sometimes a shortage of staff and you have to wait
- When given book section, staff should be sure you know where exactly to go
- Map on GPL computers so you can find your way around
- Animals in kids section rather than numbers-or use both
- If outside area, library could sell drinks and snacks (cheaper than Starbucks, but still make \$\$)
- College nights – info – would be helpful; HS offers only once

### ***How would you expand GPL services into the community?***

- Assemblies at elementary schools-read to them and explain what library offers for services. Also flyers
- Convalescent homes-read to them and provide books.
- Hospitals, like City of Hope, our 2 hospitals-read to kids etc
- Movie nights
- And, read books ahead for designated movies, then show at park, etc, discuss, in other areas of the city
- Advertise services, utilize clubs, church groups
- Mail or home delivery of materials to those limited in transportation
- E-mail service-info come to you on-line

### **Is there anything else you would like to add? Something that we may have missed and that you think we should know about as we look to the future of the library.**

- Comfort and space added by open space use on plaza
- Documentaries there got me involved in library and life issues
- Hard to find a place to hang out outside at night without being in trouble, so plaza would be great
- Library- needs more life, light – so dead
- Need a more stimulating, fun place to be
- Good idea to reach out to people-like the focus group

17

## **School/Parent/Adult Focus Group Answers**

10/12/2005

***We would like to know how you look at the use of a public library. Going back to all the libraries that you have visited or used, tell us:***

***What services do you want from ANY public library?***

- Summer reading for kids
- Used book sale
- Easy access- customer service, easy to find materials
- Outreach to schools-Librarian to school
- Open Sundays
- Specific night for specific school
- Wide range materials
- Community resource
- Keep kids coming to library
- Teach computer use
- Adequate materials
- Good hours
- More current materials
- Wireless
- Services for very young

***Since every library serves multiple functions within its community. Please tell us:***

***What should the roles of the Glendora Public Library be in our city? (Refer to handout & indicate top 3 priorities)***

- Encourage reading
- Connection to teen community
- Programs to bring kids into Library
- Educational partner to schools, college
- Encouraging early reading, young mothers – parents, listening to young readers, reading to children, grand parent reading
- Know/list books required at schools
- Service to older/vision impaired
- Service to business
- Make community better
- Staff with foreign language skills
- Music – expose kids to classical, other

## **School/Parent/Adult Focus Group Answers**

18  
10/12/2005

- Bulletin board resource

### ***What do you see as the “strengths” of the Glendora Public Library?***

- Staff
- Listens to consumer
- Proactive
- Good volunteer program for kids
- Timely programs
- Collection
- Story time program
- Generous to community – Christmas books
- Visible in community – Trivia, fundraising

### ***What do you see as the “weaknesses” of the Glendora Public Library?***

- Not stamping books
- Parking
- Health education
- Classic films
- Child section biographies
- Book mobile
- Impact of new development

### ***How would you expand GPL services into the community?***

- Book mobile
- Outreach/partner with schools
- Outreach to teen center/sr center
- Decentralize
- Service to homebound
- Work with PTA
- Connect/partner with book stores and other business
- Partner with mentors

## School/Parent/Adult Focus Group Answers

10/12/2005

**Is there anything else you would like to add? Something that we may have missed and that you think we should know about as we look to the future of the library.**

- Coffee stand
- Ask kids/teens/seniors
- Connect with school service clubs
- Be open to volunteers with unusual skills
- Teach how to buy quality books
- Add books with Meals on Wheels

***We would like to know how you look at the use of a public library. Going back to all the libraries that you have visited or used, tell us:***

***What services do you want from ANY public library?***

- Culture Programs
- Microfilm
- Quiet, comfortable reading
- Internet-focus
- Adult Programming-medical, legal, Children's programs
- Gateway to information with a person to guide me to what I'm looking for
- A source of current periodicals, reference, movies, audio programs
- Rotating displays
- Adventure Land - Children
- Literacy Programs
- Access to Bidwell
- Reference Desk
- Times open-available service-extend hours
- Extend limit, time borrowed

***Since every library serves multiple functions within its community. Please tell us:***

***What should the roles of the Glendora Public Library be in our city? (Refer to handout & indicate top 3 priorities)***

- Resource for information
- Community Center
- Programs for all ages, after school programs
- Craft programs
- Catalyst for learning
- Community display
- Resource for education & learning, history of community & San Gabriel Valley
- Events that draw people, meet the author
- Class on how to use computers
- Scouting info (Eagle) badges
- Better use of reference books, encourage people to use them
- Adult Reading Rooms/Starbucks



## **Business/Service Organization Focus Group Answers**

10/12/2005

21

- Help businesses, let them know what's available to them
- Home bound delivery service
- Access treasures of library from home or work
- Speakers Bureau ✓ access to
- Ability to copy & print info to take home

### ***What do you see as the "strengths" of the Glendora Public Library?***

- Story time @ Library, volunteer programs
- Very community focused
- Programs, i.e. Night to remember, Trivia Challenge
- Updated computers
- Volunteer store, Friends of the Library
- Patient with children, help
- Movies & books on DVD
- Birth of Literacy program (how far reaching)
- Up-to-date newspapers (weekly & monthly)
- Huge meeting room, full serviced
- Competent library staff
- Good parking
- Location is good

### ***What do you see as the "weaknesses" of the Glendora Public Library?***

- Should be open on Sundays
- Hours open to be able to serve the needs
- Different kinds of publicity, as to what we have to offer
- GL services are a well kept secret
- What kind of computer services available
- Larger material budget
- Lack of cultural events-old movies, concerts, speakers, authors
- Library networking within community, i.e. schools
- Look into specialization if there is a need, i.e. medical
- Do we have large print books?
- Book clubs, through Library
- Publicity, marketing-info out to community:  
Announcements-school paper, newspapers

**Business/Service Organization Focus Group Answers**

10/12/2005

- E-mail-on-going information
- City Publications-High School Marquee
- Library/integrate with Rec. dept. brochure
- Use sign that goes across Glendora Ave
- Work with Chamber newsletter

***How would you expand GPL services into the community?***

- Working with several service clubs
- Working with scouting
- Talk to different organizations
- Book clubs, review books, sack lunches meetings
- Another branch library, easier access for patrons, near Wal-Mart
- Expanding hours (Mon & Thur) , weekdays to 10 pm
- Open hours schedule- inconsistent

**Is there anything else you would like to add? Something that we may have missed and that you think we should know about as we look to the future of the library.**

- Doing a fine job
- Our GL unique kiosk
- Encourage book donations, may get more volunteer participation
- Every organization would love to hear from the library and the services available.

## Faith Focus Group Answers

10/12/2005

23

***We would like to know how you look at the use of a public library. Going back to all the libraries that you have visited or used, tell us:***

***What services do you want from ANY public library?***

- Books
- Fine lit, classics, ref material, business ref
- How to info, crafts
- Displays-themed
- User-friendly, esp. computers
- Reference librarian visible
- Help with how to use library
- ILLs, RFPs
- Study areas-quiet
- Story times, children's programs
- Genealogy
- Videos, music
- Periodicals-wide variety, gov
- Clean environment
- Quiet
- Tax forms
- Books for juv/school research
- Helpful, knowledgeable FUN staff
- Air conditioning, casual recreational reading
- Comfortable chairs
- Public mtg space
- Assistance for teachers
- No limit on check-out for books

***Since every library serves multiple functions within its community. Please tell us:***

***What should the roles of the Glendora Public Library be in our city? (Refer to handout & indicate top 3 priorities)***

- Providing books, computers, videos
- Assistance to schools with providing materials
- Home schooling support
- Local info, city, area: history, culture

## Faith Focus Group Answers

10/12/2005

- Adult literacy
- Homebound program

### ***What do you see as the “strengths” of the Glendora Public Library?***

- Children’s programs
- Active community involvement, Foundation, volunteers
- Large print, books on tape
- Will get materials GPL does not have
- Staff-friendly
- Summer reading, incl adult book clubs, author visits, crafts
- SRC volunteer opportunities for kids
- City library as opposed to County
- Nice facility
- Feels safe, for kids, next to PD
- Good hours
- Wide variety of media, DVD, software, music
- Willing to host events in Bidwell
- YA/teens area is separate from children’s
- User friendly to all ages

### ***What do you see as the “weaknesses” of the Glendora Public Library?***

- Only one copy of each classic book
- Too many mysteries, Sci-Fi, too many bestsellers
- Need more diversity of titles
- Expand YA section, need more Lexile (specific reading program) level books with age appropriate themes, younger themes with higher level vocabulary
- Need more computers? Always busy area
- Some computers use only for research
- Not enough parking
- Need to open Thursday evening and Sundays
- Too loud, needs to be quieter, hard to study

# Faith Focus Group Answers

10/12/2005

## ***How would you expand GPL services into the community?***

- Cooperation/connection to schools
- Publish web access to school & library catalogs
- Books to shut-ins
- More advertising of library services: mailings, e-mail, insert with school registration packets
- Classes?
- Field trips for kids to library at beginning of school year
- Channel 3, local cable

## **Is there anything else you would like to add? Something that we may have missed and that you think we should know about as we look to the future of the library.**

- Library has done excellent job in light of budget cuts
- Children enjoy library
- Appreciates Christian books and videos in public library (for kids too)
- No censorship at PL
- Suggest Lamplighters Publisher as source
- October 31-Reformation day-display in addition to Halloween display

## Senior Focus Group Answers

10/12/2005

***We would like to know how you look at the use of a public library. Going back to all the libraries that you have visited or used, tell us:***

***What services do you want from ANY public library?***

- Automotive how-to
- Automotive history/reference
- All mediums-video, books, computers, audio etc
- Evening hours are important to students/working people
- Inviting-relaxing-gathering place, restful
- Less traffic, space for people
- Less noise
- Designated reading room-quiet area
- Designated "talking" room
- Study cubicles
- Local history
- Genealogy research, possibly combined with local history
- "Hands on" help with genealogy
- Help with public computers
- General computer instruction (all ages)
- Separate prizes for boys and girls in summer
- Special interest for boys and girls
- **Books** should still be important (vs. computers)
- No cell phones

***Since every library serves multiple functions within its community. Please tell us:***

***What should the roles of the Glendora Public Library be in our city? (Refer to handout & indicate top 3 priorities)***

- Literacy Classes-Non-English speakers
- Help to build reading skills
- Social-book clubs (men, women, children, current events, special interest)
- Life-long learning
- Book fairs on specific topics (opera, antiques...) including speakers, music, cultural
- Tap community volunteers in specialized areas
- Clarity on book donation policy

## Senior Focus Group Answers

10/12/2005

- Foreign language books
- How to handle donations of private or unique collections
- Library could help people connect with libraries that would be interested in unique collections to be donated
- Help with how to research
- Help with how the books are organized
- It needs to be easier to find books
- Tape players to loan

### ***What do you see as the “strengths” of the Glendora Public Library?***

- Convenient
- Helpful staff
- Well organized (staff & library)
- Good selection, magazines, newspapers, books on tape
- Reading area is good
- Children’s area: roomy, inviting, setting is good
- Bookstore is an asset
- Historical display is good
- Well-equipped (computers, copiers)
- Interlibrary loans
- Like the “just returned” shelf

### ***What do you see as the “weaknesses” of the Glendora Public Library?***

- Many chairs are uncomfortable, old
- Chairs with more support are needed
- Don’t like the historical display
- “Just returned” shelf should be more visible
- Used/donated books should be reviewed for use in circulation
- Receipt for donated books
- Need to clarify book donation policy
- Should be open Thursday evenings even if another evening is closed
- Parking is a problem
- Flooding
- Need more book discussion opportunities, author visits
- Need more book clubs

## Senior Focus Group Answers

10/12/2005

- Minutes of Council should be kept for 1 year
- Vertical files should be up-to-date
- City project plans should be easier to access
- Expanded collection on antique watches, clocks
- Expand genealogy collection
- Don't have enough local history
- Advertise/promote books to home bound
- Outreach to senior housing development, e.g. weekly visit to senior center/housing
- Expand automotive historical reference
- Speakers/presentations should not be in the main library

### ***How would you expand GPL services into the community?***

- Expand services to senior apartments
- Provide opportunities to High School students to do community service (Boy Scouts/Girl Scouts etc)

### **Is there anything else you would like to add? Something that we may have missed and that you think we should know about as we look to the future of the library.**

- Keep audio books on cassette (vs. CDs)
- Loan out tape players

Received a letter from Carol Verhoef with additional suggestions:

- Dev. Office could spend more time promoting existing library services and less time fund-raising
- Library needs a couple of "express" Internet computers, first come-first served basis, time limit to be 5-10 minutes
- Turn around time on requests for purchase can be slow (due to new rotation system for ordering)



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



Glendora Public Library  
(626) 852-4891

140 S. Glendora Ave.  
library@ci.glendora.ca.us

Glendora, CA 91741

# MEMO

To: Board of Library Trustees  
From: Library Director  
CC: City Manager  
Date: October 12, 2005  
Re: Holiday Hours

## Recommendation

It is recommended that the Library Trustees affirm the following closing times for the library during the upcoming 2005 holiday season:

- Thanksgiving Eve, Wednesday November 23, close at 5 p.m.
- Christmas Eve, Saturday December 24, closed due to Sunday holiday
- New Year's Eve, Saturday December 31, closed due to Sunday holiday

## Background

The MOU for mid-managers/confidential employees and general employees grants them four (4) hours off on both Christmas Eve and New Years Eve, except when Christmas and New Year's Day fall on a Sunday or Monday. This year the holidays fall on a Sunday, with the City observing them on Monday, December 26 and January 2 respectively.

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

Approved and adopted this 17<sup>th</sup> day of October 2005.

Ayes: \_\_\_\_\_ City of Glendora

Noes: \_\_\_\_\_ Library Board of Trustees

Absent: \_\_\_\_\_

Attest: \_\_\_\_\_

By: \_\_\_\_\_

Robin Weed-Brown, Library Director

Jim Theel, President

Glendora Public Library

Subject: PATRON CONFIDENTIALITY

Policy Objective

To establish staff guidelines for maintaining confidentiality of library borrowers' records

Assigned Responsibility

All Library Personnel

Policies

- 1. **California State Law-**  
Library circulation records kept for the purpose of identifying the borrower of items available in libraries are exempted from public disclosure per California Government Code section 6545(j) and the California Public Records Act (CA Government Code section 6250 et seq.).
- 2. **Glendora Public Library Code of Values**  
We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted. (#7)
- 3. **Glendora Public Library Collection Development Policy**  
This Board believes that while anyone is free to reject for himself material which does not meet with his approval, he cannot exercise this right to restrict others' freedom to read. Notwithstanding, responsibility for the reading, listening and viewing of library materials by children rests with their parents or legal guardians. (p 4 #3)

Implementation Guidelines

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

a) print a copy of the book titles and other items on the patron record and mail it to the person named on the card (the print out lists all transactions on the borrowing record).

b) with in-person verification of the parent's name and driver's license number as shown in the child's record, give the parent information on the number and types of materials charged on their child's borrowing record as well as fines and due dates, **but not titles of the books, unless items are overdue.**

or c) with the minor's written authorization provide the list of titles and due dates charged to the authorizing minor's card.

- 4. Except as required for administrative purposes, staff are not to view the borrowing records of any patron including fellow staff members.
- 5. Staff shall not discuss or disclose the nature or content of staff or patron requests for information except as necessary for the completion of service.

Approved and adopted this \_\_\_\_\_ day of October, 2005.

Ayes: \_\_\_\_\_

City of Glendora

Noes: \_\_\_\_\_

Library Board of Trustees

Absent: \_\_\_\_\_

Attest: \_\_\_\_\_  
Robin Weed-Brown, Library Director

By: \_\_\_\_\_  
Jim Theel, President

*and*

**CONFIDENTIAL**  
THIS MATERIAL IS SUBJECT TO THE ATTORNEY-CLIENT AND/OR THE ATTORNEY WORK PRODUCT PRIVILEGES. DO NOT DISCLOSE THE CONTENTS HEREOF. DO NOT FILE WITH PUBLICLY ACCESSIBLE RECORDS.

LAW OFFICES  
**BURKE, WILLIAMS & SORENSEN**  
611 WEST SIXTH STREET, SUITE 2500  
LOS ANGELES, CALIFORNIA 90017  
(213) 236-0600

JAMES T. BRADSHAW, JR.\*  
MARTIN L. BURKE\*  
CARL K. NEWTON\*  
J. ROBERT FLANDRICK\*  
EDWARD M. FOX\*  
DENNIS P. BURKE\*  
LELAND C. DOLLEY\*  
NEIL F. YEACER\*  
BRIAN A. WERK\*  
CHARLES M. CALDERON\*  
JERRY M. PATTERSON\*  
HAROLD A. BRIDGES\*  
CHERYL J. KANE\*  
BARRY S. GLASER\*  
B. DEWEY STRALTMAN\*  
DON G. KIRCHER\*  
MICHELE R. VADON\*  
MARY REDUS GAYLE\*  
RUFUS C. YOUNG, JR.\*  
TIMOTHY B. NICOSEER\*  
THOMAS C. WOOD\*  
THOMAS W. ALLEN\*  
STEVEN J. DAMYON\*  
STEPHEN R. ONSTOT\*  
MARK D. HENSLEY\*

JOHN J. WELSH  
CARLETON H. MORRISON, JR.\*  
JOSEPH P. BUCHMAN\*  
GREGORY T. DIOM\*  
WILLIAM A. VALLEJOS\*  
THOMAS L. ALTMAYER\*  
BILLY D. DUNSMORE\*  
GREGORY G. DIAZ\*  
KENNETH D. ROZELL\*  
DEANNA L. BALLESTEROS\*  
CAROL R. VICTOR\*  
HEATHER C. BEATTY\*  
ELIZABETH R. PEPPER\*  
CHRIS S. BUNTHOR\*  
THOMAS P. CARTER\*  
SUSAN GEIER MEJIA\*  
ROBERT F. MESSINGER\*  
ANNA PARK KANG\*  
JOSEPH M. MONTES\*  
MAJLIE R. TATE\*  
CHRISTOPHER R. CHELEDEN\*  
TIMOTHY L. DAVIS\*  
RYAN C. LEROY\*

TELECOPIER: (213) 236-2700

HARRY C. WILLIAMS  
(1812-1967)

ROYAL M. SORENSEN  
(1814-1883)

OF COUNSEL  
MARK C. ALLEN, JR.  
KATHERINE F. ASCHERS\*

VENTURA COUNTY OFFICE  
2310 PONDEROSA DRIVE  
SUITE 1  
CAMARILLO, CALIFORNIA 93010  
(805) 987-3488

ORANGE COUNTY OFFICE  
3209 PARK CENTER DRIVE  
SUITE 750  
COSTA MESA, CALIFORNIA 92628  
(714) 648-6668

WRITER'S DIRECT DIAL  
(213) 236-2928

OUR FILE NO. 00144-003

November 27, 1996

\* PROFESSIONAL CORPORATION  
\* ADMITTED IN CALIFORNIA & WASHINGTON, D.C.  
\* ADMITTED IN CALIFORNIA & ILLINOIS

BY FACSIMILE AND U.S. MAIL  
Constance J. Tiffany  
Library Director  
City of Glendora  
140 South Glendora Avenue  
Glendora, CA 91741

Re: Public Records Act and Library Records

Dear Ms. Tiffany:

You had requested an opinion as to whether the circulation records of minors could be disclosed to their parents. Such disclosure not only implicates provisions of the Public Records Act, but may also implicate certain constitutional rights. Having reviewed applicable provisions of the Public Records Act against the framework of the privacy provisions of the state and federal constitutions, we would recommend that such records not be disclosed to parents. The concerns necessitating this recommendation, as well as a suggestion which may obviate these concerns, follow:

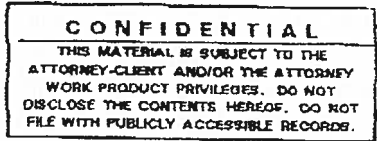
**Analysis:**

**1. Procedure Under § 6254(j):**

The California Public Records Act requires disclosure of public records upon request, unless the requested records fall

02:169739.1.

Constance Tiffany, Library Director  
November 27, 1996  
Page 2



within an exempted category.<sup>1/</sup> One such exemption includes library registration and circulation records.<sup>2/</sup> Accordingly, a public entity is not required to disclose library registration and circulation records to the public.

That is not to say that a public entity may not disclose such records. However, were a public entity to disclose an exempted class of documents, such disclosure could have legal ramifications.

One possible ramification is that the disclosure may violate the constitutional privacy rights of the person to whom the records pertain. A person's constitutional privacy rights are not violated by disclosure to an individual (such as a parent). Violation of privacy rights requires dissemination to the public.<sup>3/</sup>

Unfortunately, disclosure to a member of the public waives the protection afforded by the Public Records Act. (Gov. Code § 6254.5). Thus, a single disclosure to a parent might not violate any privacy rights, but could constitute a waiver of the Public Records Act protection. Consequently, future requests for such information from members of the public might have to be granted. Disclosure to the general public could then potentially violate privacy rights.

## 2. Procedure Under § 6267

Perhaps in recognition of the problems created by the above scenario, the Legislature adopted section 6267 in 1986. That section provides in relevant part:

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

\* \* \*

<sup>1/</sup>Gov. Code § 6250 et seq.

<sup>2/</sup>Gov. Code § 6254(j).

<sup>3/</sup>Kinsey v. Macur (1980) 107 Cal.App.3d 265.

Constance Tiffany, Library Director  
November 27, 1996  
Page 3

<b>CONFIDENTIAL</b>
THIS MATERIAL IS SUBJECT TO THE ATTORNEY-CLIENT AND/OR THE ATTORNEY WORK PRODUCT PRIVILEGES. DO NOT DISCLOSE THE CONTENTS HEREOF. DO NOT FILE WITH PUBLICLY ACCESSIBLE RECORDS.

(b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records."

A literal reading of this section indicates that unless the minor has given express written authorization, the circulation records of the minor cannot be disclosed to the parent.

### 3. Privacy as Between a Parent and Child

Section 6267, discussed above, does not make any express exception which would permit disclosure of a minor child's records to a parent. The Legislative history of this section does not indicate whether such an exception was intended. Further, no court has interpreted this section in any published opinion.

A child's privacy rights vary depending upon the circumstances. For example, in the context of minor pregnancy, courts have held that a minor has a reduced expectation of privacy as to a parent, but the minor's privacy right in the area of reproduction exceeds any rights of the parent. A minor can thus terminate a pregnancy with court approval, but without parental consent or knowledge. In a similar vein, a parent cannot permit the search by police of a minor child's bedroom without the minor child's consent.<sup>4</sup>

At the opposite end of the spectrum, the California Education Code authorizes a parent to examine a child's school records.<sup>5</sup> Further, a school district cannot disclose those records without consent of the parent.<sup>6</sup> One potential justification for parental control of school records is that the school stands in the shoes of the parent as educator of the child. A library would not have the same relationship.

Library circulation records implicate not only privacy, but also first amendment rights, rights which historically receive a great deal of protection. In the spectrum of protection

<sup>4</sup>In re Scott K (1979) 24 Cal.3d 395.

<sup>5</sup>Education Code section 49076.

<sup>6</sup>Id.

Constance Tiffany, Library Director  
November 27, 1996  
Page 4

35

**CONFIDENTIAL**  
THIS MATERIAL IS SUBJECT TO THE  
ATTORNEY-CLIENT AND/OR THE ATTORNEY  
WORK PRODUCT PRIVILEGES. DO NOT  
DISCLOSE THE CONTENTS HEREOF. DO NOT  
FILE WITH PUBLICLY ACCESSIBLE RECORDS.


discussed above, library circulation records probably fall somewhere between reproductive rights and school records.

Absent an express statutory exemption, or clear caselaw indicating an exception for parents, we are constrained to recommend that records not be released to parents without written authorization. If a parent is held responsible for a damaged or missing item, disclosure of circulation records demonstrating the item was checked out by the child would be appropriate. However, carte blanche access does not appear to be authorized.

If parental access is desired, the Board of Trustees may wish to consider amending the application form to include a signature line authorizing parental access or solicit voluntary written authorization from children at a later time.

Please feel free to contact the undersigned should you have any further questions concerning the above.

Sincerely,



B. DEREK STRAATSMA  
OF BURKE, WILLIAMS & SORENSEN

BDS:sra

cc: Mary R. Gayle, City Attorney




AP  
36

State of California

California State Library

Date: September 21, 1994

To: Dr. Kevin Starr  
State Librarian

From: Paul G. Smith  
General Counsel 

Subject: Library Circulation Record Confidentially

You received a question from the Glendora Public Library concerning access to the library's circulation records, which are exempt from disclosure under the Public Records Act. (See Government Code section 6250, et seq., and particularly section 6254(j).)

Specifically, the Glendora Public Librarian asked whether it would be a violation of patron confidentiality if volunteers, in this case library board members, were to see the circulation records while working on a project to identify the underserved.

Our response is, and has been, that it is not a breach of confidentiality for volunteers working within the scope of their duties in a library to have access to circulation records. Library volunteers share the same obligation as paid library employees with respect to confidentiality of library circulation records. Furthermore, The Public Records Act, which is silent on this issue, simply cannot be interpreted in a way which would prohibit library volunteers working within the scope of their duties from seeing library circulation records. (See 58 CalJur, Statutes, section 90 et seq., "Rules of Statutory Construction.")

The Glendora Librarian also asked whether the "State Attorney" had ever given an opinion or interpretation that would be helpful. I believe she was referring to the Attorney General of California, who has not issued an opinion on this subject.

Please contact me if you need anything further on this matter.

cc: Cy Silver  
Library Development Services



37

## **Welcome to the Glendora Public Library**

Dear Parent or Guardian:

We'd like to take this opportunity to acquaint you with the Glendora Public Library.

Like your local school, the public library is an important resource for children and young adults. It can supplement the school media center for homework and research while also providing a wide array of materials for personal and recreational needs. Your public library also strives to meet the needs of young pre-schoolers and toddlers by providing resources and programs suitable to their age level. As a parent, you too will discover information to help you with the challenges of developing healthy, responsible children.

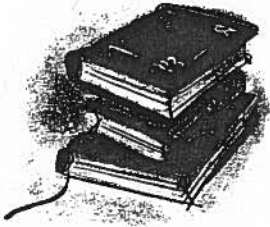
Because the library serves all members of the community and primarily adults, we urge you to assist your children in the selection of library materials and computer resources appropriate to their age and your family's values. For their safety, young children under the age of nine must be accompanied at all times by a responsible adult. Children age 9 and above should be reminded to follow common safety practices, especially not to interact with strangers in the library other than library personnel who can be identified by their badges. Important library policies to aid in your child's enjoyment of the library are enclosed.

We look forward to serving your needs and those of your children. We hope that you will visit soon. If you have any questions or suggestions, please feel free to call me at 626/852-4891.

Sincerely,

Sylvia Slakey  
President, Library Board of Trustees

Robin Weed-Brown  
Library Director



# WHAT EVERY PARENT SHOULD KNOW ABOUT THE GLENDORA PUBLIC LIBRARY

## To get a card

Library cards are free with identification and proof of current address. Children in the 8th grade and under need a parent's signature to obtain a card. A current borrower's card must be presented in order to checkout materials. A fee of 50 cents will be charged for checking out materials without a library card present at the time of checkout.

## How to help your child

To create positive library attitudes, there are several ways you can help your child. These include:

- Visiting the library regularly.
- Getting your child a personal library card.
- Encouraging your child to ask library staff for help.
- Letting them select their own materials (in addition to what you choose) and allowing them sufficient time to do so.
- Making sure they bring proper supplies for each visit such as library card, paper and pencil, and change for photo copying, or calling home or purchasing supplies at the Friends Book Shop.
- Making sure they respect the rights of all library users to an atmosphere conducive to reading and study.

## Library policy supports the right of each individual to choose for him/herself

You, as a parent or guardian, have the right and responsibility for yourself and your child. The Library does not take your place as a parent. An individual with a library card may check out any item in the collection. Library staff may not tell your child what he/she can or cannot borrow. We encourage you to set your own family rules and talk about them with your child.

## The Library is required by California law to respect your privacy and that of your child

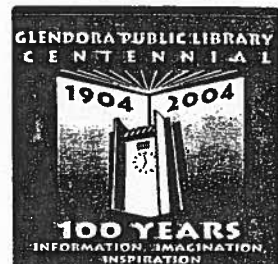
We can only give information about activity on an account to the library card owner. This means the Library may not tell you the titles your child has checked out on his/her card unless the items are overdue. Individuals may view information in their own library record regarding fines, fees, holds and items checked out by accessing the library catalog from home or in the library and using their library card number and personal password.

## The Library considers each card a separate account

If a bill is not paid, the child's card, not yours, will be restricted. If items are overdue more than four weeks, a \$10 processing fee is charged for each item.

## You are responsible for your child's use of the World Wide Web

The Internet is available on the public computers in the Library. The Library's Internet Acceptable Use Policy is posted on each computer. Anyone violating the policy will be asked to end their time on the public computer and may lose library privileges. The Internet is a great place to explore information and ideas from all over the world. Remember that the Library has no control over the information you might find on the Internet. Just because it is on the Internet does not mean it is true or valuable.





## Glendora Public Library Events

### October 2005

05	Friends Bookstore week-long book sale
05	2 p.m. - 4 p.m. Citrus Jazz Ensemble - Library main floor
08	"Food for thought" program for children ages 4 to 12 - ongoing thru November 9
12	7 p.m. - 9 p.m. Community Strategic Planning Meeting –Bidwell Forum
17	7 p.m. Library Board meeting - Library Board Room
17-22	"Get Real @ Your Library" - Teen Read Week
20, 27	3 p.m. "Creepy Cuisine" for children grades 2 to 6 - Bidwell Forum
22	10 a.m. - noon Community Strategic Planning Meeting-Sunflower Auditorium
25, 26, 27	10:30 a.m. Trick or Treat in the Library
26	7 p.m. Spooky Stories Under the Stars - Bidwell Forum

### November 2005

05	10:30 a.m. – Scrapbookin' for Fun- Library Main Floor
11	Veteran's Day – Library closed
14	7 p.m. Books Alive! discussion group <i>East of Eden</i> by John Steinbeck-Library Main Floor
15	7 p.m. Meet author Charles N. Stevens, " <i>An Innocent at Polebrook: Memoirs of a B17 Bombardier</i> "- Library Main Floor
19	9 a.m. - 4 p.m. Tutor Training – Bidwell Forum
21	7 p.m. Library Board meeting – Library Board Room
24	Thanksgiving Day – Library closed
25	Day after Thanksgiving – Library closed

### Ongoing Events

- "Time for Tykes" for preschoolers - Tuesday & Wednesday 10:30 a.m.
- "Family PJ Story Time" – Wednesday 7 p.m.
- The third Wednesday of every month is **craft night** at "Family PJ Story Time"
- "Mother Goose Story Time" for infants & toddlers- Thursday 10:30 a.m.

### 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> Thursday of every month at 12:35 p.m. at Arrow High School

### **Foundation Executive Board Meeting**

October 28, 2005 @ 7:00 a.m. Library - Main Floor

### **Foundation Quarterly Board Meeting**

October 18 @ 7:00 a.m. Library – Bidwell Forum

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

**AGENDA ITEMS**

**Library Board Agenda Planning Calendar FY 05-06**

- On-going:** Strategic Planning Committee
- July 18:** Review Admin Policy 4.07 & 4.01; Elect officers; Foundation Liaisons appointed; Library Board Goals
- August 15:** Review Admin Policy 4.03-display policy, review Admin Policy 4.04-bylaws
- September 19:** SRC wraps up; Review Admin policy 4.04-Bylaws, Policy 4.03-display policy
- October 17:** Holiday Hours-Thanksgiving & Christmas  
Focus Group update, document on lib card/patron confidentiality
- November 21:** Budget Priorities FY 06-07-initial discussion  
Review Library Associates document on salary equity?  
Community group meetings update/strat planning
- December 12:** Mid-year review of goals 05-06  
*(moved from 19)*
- January 17:** Budget 06-07  
*(Adjusted for MLK)*
- February 21:** Goal planning 06-07; Friends Foundation funding staff requests for 06-07  
*(Adj. for President's Day)*
- March 20** Librarian/day essays; NLW
- April 17**
- May 15** Closed session: Self-evaluation of the Board-begin process & Evaluation of the Director-begin process
- June 19** Agenda planning 06-07; Closed session: Eval. Lib board; Eval-Lib Dir