Library Conference Room   **December 12, 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 November 21, 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*

5.2   Literacy Lab demonstration
        Literacy Coordinator to present

6.   UNFINISHED BUSINESS
6.1   Strategic Planning Update
        President Theel to report

6.2   Salary Equity
        President Theel to lead discussion on library compensation

7.   NEW BUSINESS
7.1   Mid-year review of goals 2005/2006
        Weed-Brown to review

7.2   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

Library Conference Room   November 22, 2005
140 S. Glendora Ave, Glendora CA 91741   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 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
A Citrus College student is attending the Board meeting as part of a class assignment.

3.   ADOPTION OF AGENDA
There were no changes to the order of the agenda.

4.   CONSENT CALENDAR
It was MSC (Hodson/Freeman) to approve Minutes of meeting of November 21, 2005.

5.1   REPORT OF LIBRARY DIRECTOR
The City Manager and the Personnel Officer approved the proposal to restructure positions to create two full-time Library technician positions. Weed-Brown stated that the proposal has been forwarded to the Employees Association for approval and is also on the December 13 City Council agenda. Once approved, Weed-Brown hopes to start recruitment in January 2006.

Weed-Brown informed the Board that the Library's after-hours phone message has been updated to promote the Library's wall-less services. It highlights the library services that are available via the website although the library building is closed.

Weed-Brown reported that a lot of city employees are struggling with illness.

Weed-Brown stated that the City Manager supports changing the domain name of the Library's web site. Weed-Brown researched this issue and found that the domain name "glendoralibrary.org" can be purchased for 10 years for $150, with shorter time periods also being available. In response to a question from Theel, Weed-Brown stated that she does not anticipate any problems implementing this change. The Board directed Weed-Brown to purchase the domain name "glendoralibrary.org" for 10 years and move ahead with the change. Weed-Brown stated she will start working on a library web links policy, as the city's policy is very elaborate. When completed, she will bring it back to the Board for review.

A local web business has been contacted to provide an estimate to redesign the Library's web page. Weed-Brown said maintaining the web page could possibly be handled by the Information Technology department or library staff.

Hodson asked who is affected by the Classification and Compensation Study listed on the City Council agenda. Weed-Brown provided background information on the Classification Study, which is required as part of the MOU (Memorandum of Understanding) between the Employees Associations and the City of Glendora. The Board discussed the Classification Study, and the time it will take to complete it. Weed-Brown explained that the main focus of this study is to compare positions city to city.

Theel commented that the photos in the lobby are gone. Weed-Brown explained that the Yellow Ribbon Committee took them down because the upkeep is too much at this time.

Slakey informed the Board that a cabinet is being built to display the Friends Foundation donor books. This will free up the lobby display cases. The cabinet should be in place by the donor recognition event in March. The puppets in the Centennial display case have been replaced with art work from GHS students. More GHS art will be available in March. Hodson suggested doing a ceramic bowls display in March.

This would tie in with the empty bowls event on March 10, 2006. Theel stated that Citrus College has a big ceramics department. Hodson suggested getting in touch with Karen Davis to find out who to contact at Citrus College.

Slakey was pleased that a date has been set for the HVAC replacement. In response to a question from Slakey, Weed-Brown stated that the pigeon repellent system seems to be working. Slakey, referring to Pankow's monthly department report, stated she is happy to see a teen dad attend the Teen Parent program. Slakey requested clarification on computer usage statistics for October. Weed-Brown explained how the numbers are compiled.

6.   UNFINISHED BUSINESS

6.1   Strategic Planning Update
Theel reported that the next strategic planning committee meeting is scheduled for November 30, 2005. He stated that three people attended the community meeting at Sunflower. Theel is working on evaluating the information gathered. There are lots of common themes between the two community meeting groups.

7.   NEW BUSINESS

7.1   Budget Priorities for FY 2006/2007 – initial discussion
Weed-Brown asked the Board for input for the 2006/2007 budget.

The Board members suggested addressing items such as getting a new circulation desk, staff salary, taking care of the drainage problems and purchasing more databases. Weed-Brown noted that electronic databases are very expensive and there is not a large retrospective collection. She added that access can easily be lost if companies raise costs. Weed-Brown pointed out that although cut magazines have not been added back into the collection, there have been no complaints. She added that overall the building is in good shape, except for the front façade, which is deteriorating and needs to be fixed.

Weed-Brown stated she asked Baffigo to contact Public Works about Capital Improvement Projects for the Library. Some discussion ensued on the replacement of the upstairs air conditioning unit. Weed-Brown stated that the space in Support Services needs to be reconfigured. She asked staff to look at other libraries to get ideas. Theel suggested contacting Cerritos Library since their processing system seems to be very efficient.

The Friends Foundation, which is exploring special funding, asked Weed-Brown to compile a list of funding ideas. She informed the Board that her list included items such as adding more programs, money for books, and a bookmobile. The Board discussed the possibility of a permanent story time area. Weed-Brown summarized issues that need to be addressed, such as the flooding problems, the leaks, reconfiguring spaces within the Library, such as using movable walls for Bidwell, and doing outreach.

7.2   LSTA Grant Opportunity – action item
Weed-Brown handed out Gilkinsons' draft LSTA grant proposal. The proposal, which does not commit the Library to continue further in the process, is due December 9. The application is due April 4, 2006. The Library would not be able to implement this program until summer 2007. Attached to this grant opportunity is the expectation that the program will be taken over and continued on a local level once it is started. Weed-Brown pointed out that this program could attract children from South Glendora.

The proposed grant would partner with Washington, Willow and Oak Knoll schools with two main foci- one would be to house, for the summer, the computer-based tests that accompany the 'Accelerated Reading' program. The second part would have Glendora Public Library Librarians going to each school weekly to support reading outreach.

Senior Librarian Thomas joined the Board meeting to provide further insight on the Accelerated Reading program as it is currently impacting Children's Services. Thomas explained that some of the GUSD elementary schools use Accelerated Reading, but she is not sure to what extent. Thomas added that the Accelerated Reading program dictates what kinds of books are purchased depending on the reading lists. Even now parents come into the Library asking for AR reading titles, but do not understand the program.

Weed-Brown noted that this grant focuses on the summer. Teen volunteers could help with the physical part of signing on to the computer, but could not help to pick books. Freeman felt that this program would be more appropriate for school librarians. She liked the idea of attracting children to the library, but she

felt staff might be overwhelmed. She also voiced concerns about children coming to the library to take a test, which might not be a positive experience.

Hodson said that the Library would have a year to plan for this and the program would only last for three months during the summer. Hodson liked the idea of attracting students; however, he felt there were a lot of unanswered questions.

The Board discussed numerous issues, such as the hiring and training of a person to manage this program, shelf space, who owns the materials at the completion of the program, and what happens if the program fails. **It was MSC (Freeman/Fields) that the grant does not meet the needs of the Library at this time.**

7.3 Library Events Calendar
The Board reviewed the events calendar. The next Board meeting is scheduled for December 12, 2005. Weed-Brown stated that the author visit on November 15 was attended by over 50 people.

8. BOARD MEMBER ITEMS

8.1 Agenda Planning Calendar
The Board reviewed the agenda planning calendar. Weed-Brown informed the Board that there will be a literacy lab demonstration held by the Literacy Coordinator next month. Weed-Brown added that the salary equity discussion will be added to old business on next month's agenda.

8.2 Board Member Items
Hodson said that it is good to see Weed-Brown back.

Slakey said it is good to have Weed-Brown back. Spooky Stories was a lot of fun and the Council members were great. She attended the author visit, which was very interesting. Even teens and children attended. She attended two training sessions for literacy software. Slakey is very happy that Mary Pat Dodson was hired as the Literacy Coordinator. She brings lots of strength to the position.

Freeman attended the literacy training and said it was very well done. She also attended CLA for two days. The CALTAC annual workshop is scheduled for March 11, 2006 in Burbank with the theme "Making the case for libraries."

Fields missed the literacy training due to surgery. He went to the quarterly recognition program on November 2. It was a great event and well attended.

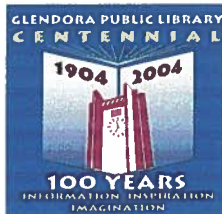Theel said it was great to have Weed-Brown back.

There being no further business, meeting adjourned at 9:26 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.
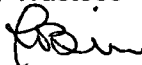
5.
Report of Library Director

Glendora Public Library   *140 S. Glendora Ave.*   *Glendora, CA   91741*
(626) 852-4891   *library@ci.glendora.ca.us*

MEMO

To: Board of Library Trustees
From: Library Director
CC: City Manager
Date: December 12, 2005
Re: Director's Report

Community

December 1st was the MCLS joint meeting of the Administrative Council and SAB (System Advisory Board) members. Pat Vermons, our SAB representative, and I traveled to the Glendale meeting together. Barbara Custen, Executive Director for MCLS announced her resignation effective mid-December. She has accepted the Director's position with Riverside City Library. MCLS will be searching for an interim director while recruiting for a permanent replacement. Barbara has been a very dynamic leader and it will be a challenge to find someone to follow her! Pam Vermon's first term as the SAB representative ends this June 30th. Let us encourage her to reapply!

At the same meeting a demonstration of a new database was given called *BusinessDecision*. Using GIS and other information, this product is geared to support the local small business person. I have asked our Economic Development Director, Carl Morgan, and our SAB representative Pam Vermons, to try it out and feedback to me on its usefulness to Glendora businesses. As a consortium we, MCLS, may be able to get an 18 month subscription for as much as 50% off the retail price. With the lack of interest in our focus groups by the business community, I am wondering even if we get this product if it would be used by them. It does come with remote access which may help increase interest and we would have to do a lot of outreach to the business community to promote it. If you would like to try out the database, logon to www.businessdecision.info/demo and register as a guest. A copy of the brochure is attached to this report

December 7th was our annual holiday open house. The book store had a sale and music was provided by Ginny Ferrand on harp and Sherry Glab on flute. We are so very fortunate to have these two ladies perform-it isn't often you get to be up close and personal with a harp and their music is so lovely!

Santa visits to story times and building gingerbread houses will keep the children busy in December. Last year's gingerbread event was tremendously successful so this year a second session was added.

Staff

Congratulations to Carolyn Thomas for receiving the Glendora Church Homes grant in the amount of $4,250.00! These funds will be used to purchase more audio books on compact disc.

Julie Nichols, Library Page, resigned to accept a full time position with a Christian bookstore. We are currently looking for a replacement for the morning Page duties. Deborah Takahashi has been hired as the new Children's Library Aide III, replacing Mary Pat Dodson who moved into the Literacy Coordinator position.

Welcome Deborah!

Approval for the modifications to the Library Technician job description is on the Dec. 13th City Council agenda under consent calendar. Once this step is made we can start the process of recruitment depending on Personnel's availability.

The Library Staff Holiday party will be held Dec. 15th. Our *Star Service* Award winner will be announced at the party. This year's competition has been neck 'n neck! *And the winner is..........*

Director

I am including a couple of key pages from the City's RFP for the Classification and Compensation study. I think this may answer some of your questions from last month. The request includes looking at internal equity issues. If any of you would like to see the full request let me know and I will have a copy made.

I have been working with our IT division regarding the library's website. They are going to register our new domain name, glendoralibrary.org, and handle any technical issues that come up. Email for library staff will be created as well with the new URL. Their current city email addresses will still be viable. I am looking at outsourcing the redesign of our web pages. Staff can come up with ideas but we lack the expertise and time to implement them. My hope is that once we get them to where we want them to be, library staff can handle the upkeep and maintenance. A local Glendora company, PhD Computing on Meda has given us an estimate. I have also contacted 2 other providers (Civica and VisionInternet) that have worked on civic sites to compare with our local business estimate.

I will be drafting a strategic plan for the board to review and comment on now that the focus and community group meetings are complete. Jim Theel did a terrific job as Chair for the committee! He was absolutely awesome in pulling all the comments together for review by the committee and in keeping us moving forward! I will also be running the draft by library staff for review and comment. Once we are ready, Larry Cox will write up something for *Glendora on the Move* to get the results out to the community.

The Friends Foundation was made aware of an opportunity for a substantial donation. I was asked to supply potential funding ideas and put forth everything from a bookmobile to programs to furniture. After reviewing the focus and community comments, a bookmobile might be a logical next step in responding to their input, which is why I put the bookmobile idea on the table. I know we have discussed this possibility many times over the past several years as a possible alternative to a second facility. If that opportunity comes to fruition, I would need to discuss with the City Manager as well. So far this is all just speculation and wishful thinking. ('tis the season for wishful thinking)

I received notice that both Sylvia and Sandra's first terms on the Library Board end on June 30, 2006. I will be encouraging them to reapply! Pam Vernon's SAB term also ends then and I will be encouraging her to reapply as well. We have a great team and I hope we can keep it in tact.

Due to the early date of this meeting we will not be distributing monthly statistics in this packet. There wasn't enough time to pull them all together before the packet needed to go out. They will be back in for the January meeting.

I will be traveling to Avila Beach to be with my family for Christmas and will be out of the office Dec. 24-Jan 1 which sounds long but is really only 4 days!

Happy Holidays! Thank you for all your support, both professionally and personally, this past year-what a year it has been! Here's to 2006!

number of employees per classification. The City Council is equally concerned that employees be properly classified for the work performed and that compensation paid reflects the comparative norm.

SCOPE OF THE ASSIGNMENT

All current non-safety full-time General employees, Mid-management & Confidential employees and Executive Management position classifications (including Police Chief) are to be reviewed, amended and consolidated, or have new classifications created, so as to ensure they reflect current duties, responsibilities and minimum qualifications in keeping with a standard format to be approved by the City and will also include a "physical standards" statement. The classification analysis will be followed by a total compensation survey of bench mark cases (to be determined) **all to be completed no later than Friday, Feburary 24, 2006. See Attachment "A" for salary survey details.**

The City anticipates that the Study will involve two (2) broad phases of work comprised of the following key tasks:

A. CLASSIFICATION PHASE

1. Develop a classification structure that reflects the City's overall classification and compensation strategy and includes the clear definition of terms and the development of career ladders for full-time positions.

2. Review of background materials, including organizational charts, budgets, personnel rules and regulations, compensation schedules, current job classifications and related information.

3. Design an appropriate job-related questionnaire.

4. Conduct orientation and briefing sessions with all department directors, managers, and supervisors explaining their role in reviewing and commenting on all information received.

5. Completion of a job-related questionnaire by all employees within the scope of the study that will be used for classification and compensation purposes. Current classification description to be attached.

6. Conduct interviews with all employees within the scope of the study and appropriate supervisory and management personnel.

7. Allocate all employees included within the scope of the study to an appropriate job title, job class and with an appropriate exempt and non-exempt designation.

8. Prepare up-to-date and accurate job classification specifications for all full-time employees in this study (may review and revise existing).

9. Design and administer an employee review and appeal process.

10. Prepare appropriate implementation and maintenance manuals.

11. Conduct comprehensive training sessions for designated City staff.

12. Provide periodic status reports on a monthly basis, or as requested.

B.   COMPENSATION PHASE

1. Conduct a comprehensive total compensation salary survey of Glendora's nine comparative cities using methodology listed in Attachment "A" in Excel format.

2. Complete internal salary relationship analyses, including the development of appropriate internal relationship guidelines (internal equity).

3. Develop externally competitive and internally equitably salary recommendations for each class included within the study.

4. Assign a salary range/salary step scale to each classification, which reflects the results of the market survey and the analysis of internal relationships.

5. List schedule for implementing compensation recommendations as set forth in Attachment "A.

6. Prepare implementation and maintenance manuals.

7. Provide training for designated City staff.

8. Provide periodic status reports on a monthly basis, or as requested by the City.

The Consultant or the City may propose additional tasks as deemed necessary to complete the assignment. If agreed by both parties, any additional work shall be compensated at the rates bid.
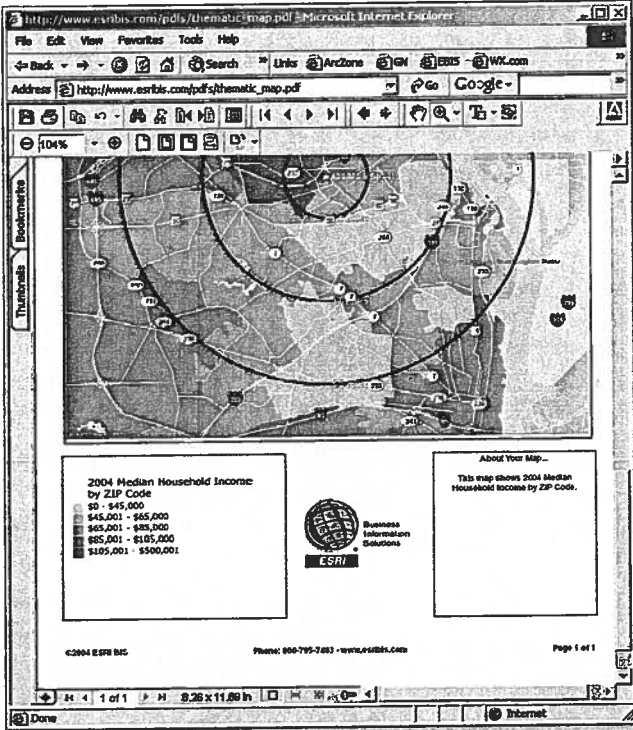
Empower Small Businesses at Your Library
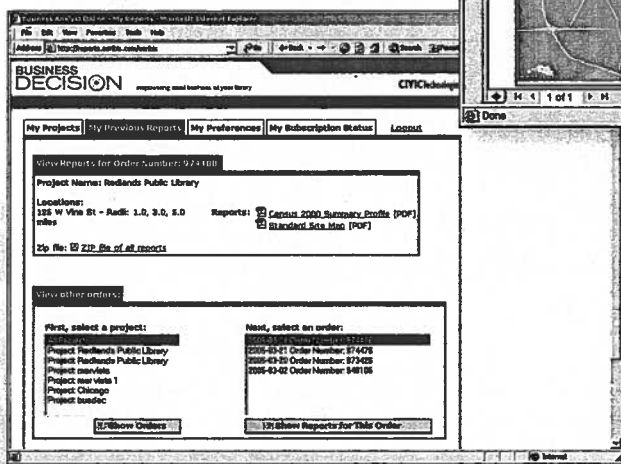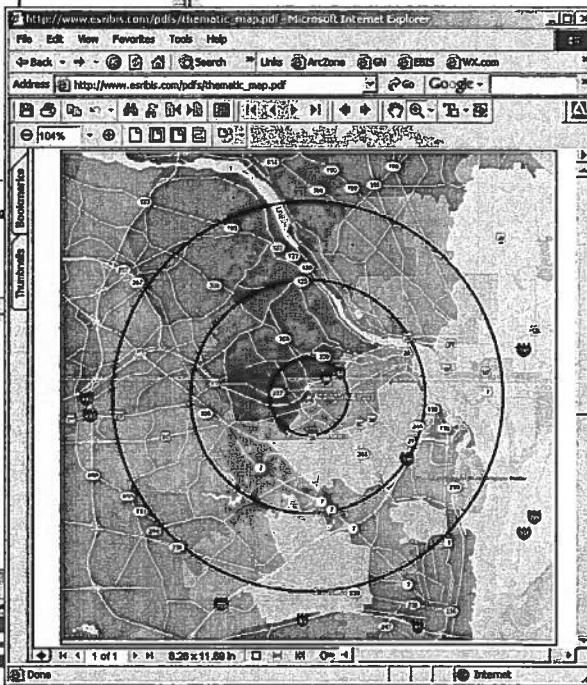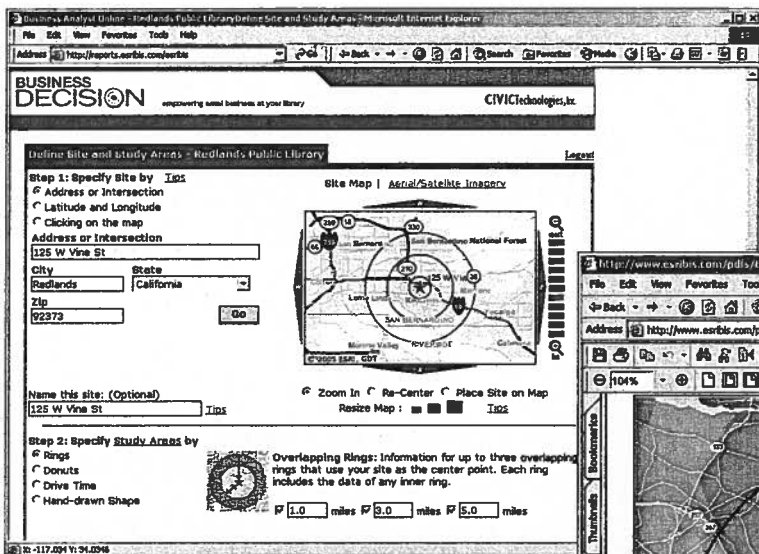
Starts fast in four easy steps:

- Define location

- Choose reports

- Visualize opportunities

- Apply results

CIVICTechnologies, Inc.   **ESRI**

Thematic maps show demographic patterns

Site maps provide geographic context

Consumer Market Data in the Hands of Your Business Patrons

BusinessDecision from Civic Technologies, Inc., is a database and mapping service that can be offered by public libraries to their business patrons. BusinessDecision enables small- and medium-sized businesses across a range of industries to access business-to-consumer market data that enables them to better penetrate the consumer marketplace.

BusinessDecision is powered by ESRI's Business Analyst Online, which combines GIS technology with Community™ data including consumer spending patterns, demographics, and lifestyle segmentation data. BusinessDecision is different from other consumer databases because it includes mapping and analysis tools that leverage the geographic intelligence within the database. This helps business owners focus on their particular market area and better understand the consumers who live there.

With the click of a mouse, business owners can access accurate and reliable consumer, demographic, and other information from the scale of their region down to a specific home address, then instantly create a host of reports and maps that are e-mailed to them.

The powerful mapping capability reveals trends, patterns, and opportunities, which are often hidden in tabular data. Public libraries can now offer their business patrons the same market analysis resources used by the nation's top companies in an easy-to-use Web service at an affordable price.

Empower Small Businesses at Your Library With BusinessDecision

BusinessDecision uses a combination of graphs, reports, and maps to present information for a selected market area. Users can choose from predefined areas, such as ZIP Codes or cities, or create a custom market area around their location.

BusinessDecision helps business patrons analyze markets, profile customers, evaluate sites, determine market penetration, and conduct target marketing, helping them grow their business.
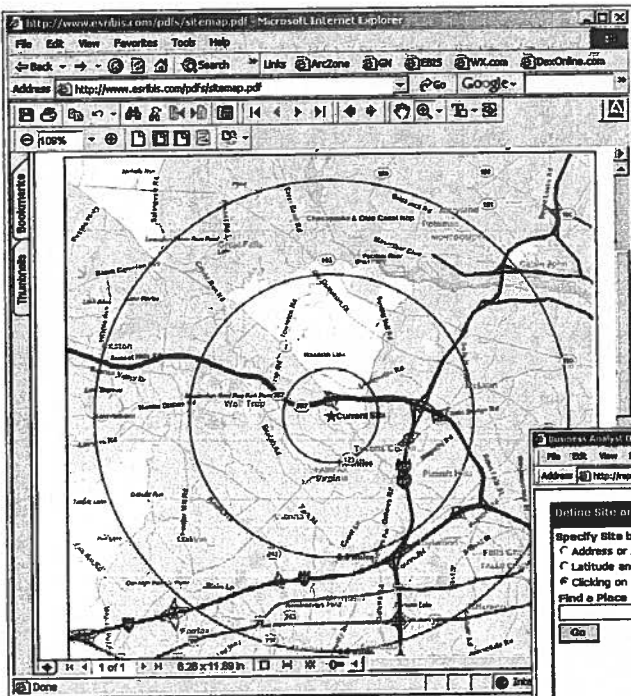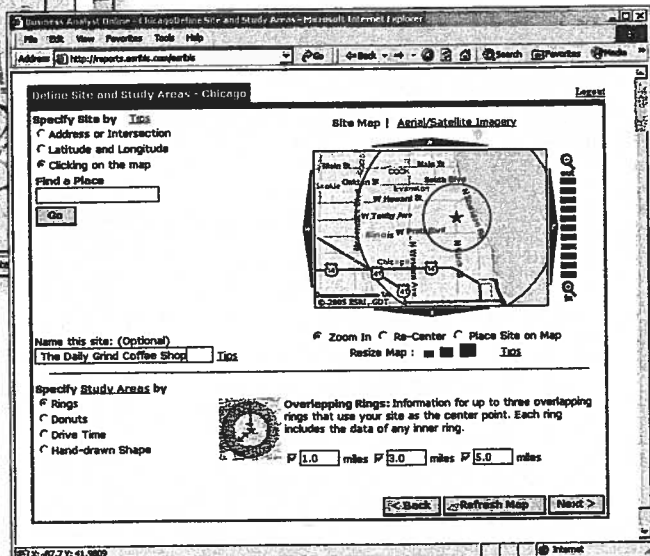
Design your own study area

Reports summarize trends in your study area

What Can a Business Do With BusinessDecision?

- Identify household buying patterns.
- Create and analyze trade areas.
- Analyze competitors.
- Evaluate market penetration.
- Identify new store locations.
- Target messaging, media buys, and direct mail campaigns.
- Find new customers and reach them more effectively.
- Reveal untapped markets.
- Expand into appropriate new markets.

What Are the Benefits to Businesses?

- Increase productivity, competitiveness, and profitability.
- Reduce costs and focus resources.
- Speed marketing and sales.
- Execute more effectively.

Reports include graphs, providing visual summaries

- Available in two versions: Basic and Pro
- Extensive range of high-quality data from ESRI BIS
- Includes Community Tapestry premiere market segmentation system
- Web service accessible from your library's Web site
- Support including frequently asked questions, tips, and help desk
- Starts fast in four easy steps: define location, choose reports, visualize opportunities, and apply results
- Offered as an annual subscription with a report ceiling
- Price based on the population of library jurisdiction

See BusinessDecision at the American Library Association Annual Meeting

June 25–28, 2005
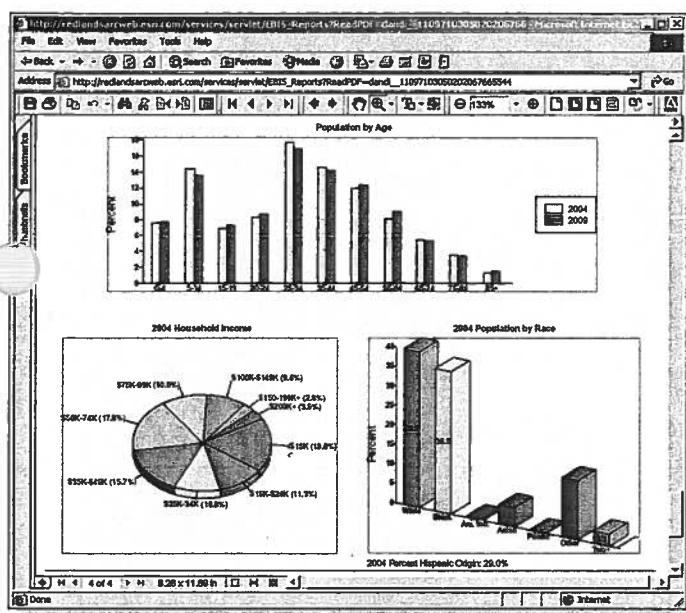Chicago, Illinois
Booths #4525/4526

Visit www.businessdecision.info/demo for a free trial of BusinessDecision and a copy of the book *GIS Means Business*. Offer expires December 31, 2005.

CIVICTechnologies, Inc.

PROPOSAL FOR BUSINESSDECISION TO MCLS

December 1, 2005. © Civic Technologies, Inc. Confidential and Proprietary.

CONCEPT

MCLS is interested in offering BusinessDecision to members in a manner to be determined. Based upon discussions with MCLS staff, there are at least three possible approaches:

Alternative 1. Case Studies: a selected number of libraries utilize BusinessDecision internally to perform and document local real world case studies during a six month subscription period at a discounted price. The purpose of this approach is to slowly introduce BusinessDecision to libraries and to demonstrate the utility of the service and patron success. CIVIC may publish study results.

Alternative 2.a All Libraries Subscribe: all member libraries will have a full subscription for use by librarians and business patrons alike. The purpose of this approach is to make BusinessDecision fully available so that all libraries can immediately obtain full benefits. An annual subscription will be offered at a substantial discount for an 18 month period. The subscription can be paid partly by MCLS and partly by each library.

Alternative 2.b. Selected Libraries Subscribe: this alternative assumes that not all libraries want to subscribe in 2.a. In this alternative, only self-selected libraries will participate in a full subscription; all other aspects of 2.a apply.

TRAINING AND TECHNICAL SUPPORT, AND OPERATIONS

CIVIC will train MCLS trainers who in turn will train individual library staff. A training manual will be provided. CIVIC will provide unlimited technical support. It will take us approximately one week to turn the service on after receiving payment.

DELIVERY MODEL

All end-users, both librarians and business patrons will log on to a unique MCLS webpage that will be linked to the BusinessDecision logon page.

FOLLOW ON SUBSCRIPTIONS BY INDIVIDUAL LIBRARIES

After the MCLS sponsored period, we will offer a discounted subscription price to each member library. MCLS will continue to provide training, and we will continue to provide technical support. Each library will access the BusinessDecision logon directly from its own system and not through MCLS.

GEOGRAPHIC COVERAGE

The data, reports, and maps are limited to the geographical extent of the Metropolitan Statistical Area (MSA) as follows:

- Libraries in Los Angeles County: Los Angeles/Long Beach MSA
- Libraries in Orange County: Orange County MSA
- Libraries in Ventura County: Oxnard, Thousand Oaks, Ventura MSA

LICENSING AGREEMENT

We propose to enter into two agreements: 1) a master license agreement with MCLS; and, 2) a three-way sub-licensing agreement between CIVIC, MCLS, and each participating local library.

CIVICTechnologies, Inc.

Memorandum

Date: November 28, 2005

To: Kathy Sheppard, Glendale Public Library (GPL)

From: Marc Futterman, President, CIVICTechnologies

Re: Summary of BusinessDecision Seminar and Demonstration held at Glendale Public Library

Kathy,

This memo is to summarize the seminar and demonstration (Demo) of BusinessDecision at the Glendale Public Library Central Library on Saturday, November 19, 2005 from 2:00 p.m. to 4:00 p.m.

The purpose of the Demo was to solicit the interest of library business patrons about a possible GPL subscription to BusinessDecision. The Demo was live on the Internet. GPL advertised the Demo at the Central Library and through phone calls to local business people who had attended other business information programs at GPL.

Five people attended the Demo, in addition to yourself and Kim Anderson (GPL Reference Librarian.) Two attendees were local business people (one owns a car repair garage and the other owns a mortgage refinance company). Three attendees were from the business studies and geography department at Glendale Community College (GCC).

While the Demo was organized using an agenda, the session was interactive and animated, with discussions ensuing among any number of participants at any given moment.

After a general introduction to the service, a case study was prepared for the car repair garage. The case study began by asking certain questions of the business owner. Then data reports and maps were prepared for the owner's specific business and market. The owner very quickly saw the utility of the service. One poignant comment that the owner made was that the data would have led them to make a real estate purchase at a particular location. They did not purchase that property because they weren't sure if that location had a strong local market. Seeing a map that represented automotive after-market consumer buying power would have provided factual data upon which they could have based a decision to purchase the real estate.

At the end of the Demo, reports were prepared for the mortgage refinance company. While there was not sufficient time to review the reports, they were sent to the business owner two days later via email. The business owner sent back an email stating the following:

> "Thanks for sending me those useful reports. I do think that the library should subscribe to your BusinessDecision service if it is really interested in helping small business people. Sorry for my late reply but I was trying to get the maximum out of your reports. Thank you again for the seminar and for the reports."

The GCC educators stated an interest in obtaining BusinessDecision as a research tool that could be used by students undertaking projects, and for use as a teaching tool to demonstrate the types of data that need to be obtained and used during a business planning effort. GCC staff were also interested in using the product to assist in identifying potential students and marketing GCC to the local community.

Division Monthly Reports

Glendora Public Library   140 S. Glendora Ave.   Glendora, CA   91741
(626) 852-4891   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: November 2005

Adult Services/Reference   *Carolyn Thomas*

Please welcome Deborah Takahashi who has been hired for the Library Aide III position in Children's Services. Deborah is currently attending Cal Poly and has worked for 5 years at Mrs. Nelson's where she was responsible for preschool storytimes including the PJ storytime. Deborah will begin December 12, 2005, just in time to help with "Decorating Gingerbread Houses". Deborah will also take over the Wednesday night storytime. We are looking forward to working with Deborah.

Cindy Romero will be on Family Medical Leave beginning in late March. I have begun looking for a librarian to take over for Cindy during this time and to extend through Summer Reading Club 2006.

Sandy (our new Reference Librarian) and I will be attending a CALIFA presentation on "Overdrive" on Tuesday, December 6 in Newport Beach. Overdrive is an electronic service which offers downloadable audiobooks, classical music and dvds. These items could be downloaded to an MP3 player, computer and/or burned on a cd. I will provide more information in the next board packet.

I have added a subscription to the Los Angeles Times through a new provider, Proquest, which will begin in January 2006. The newspaper will be available through remote access as well as within the library. Our current provider, Newsbank, will no longer be offering the LAT.

Due to limited shelf space, large print books which have not circulated within the past two years have been weeded from the collection. These books have gone to the Friends to distribute to local senior centers.

Reference Staff will continue training on our new databases: Biography Resource Center, Literature Resource Center, Student Resource Center and Science Resource Center. Classes for the public are planned for Spring 2006.

We are already planning for Summer Reading Club 2006. Our theme this year is "Paws, Claws, Scales and Tales" for the children and the teen program theme is "Creature Features". We will continue to offer an Adult Summer Reading Club as well.

Circulation and Facilities   *Carlos Baffigo*

Circulation:
The Library Technician re-structure plan has been submitted to City Council for review and approval on the Consent Calendar for December 13th.

Library Page Julie Nichols announced her resignation as of November 30th. Julie had been with the library for 6 years.

On-call Library Page Meredith Ashbran announced her resignation to be effective in late December.

Facilities:
Dates for the start of the installation phase of the air conditioning replacement project have yet to be announced by Public Works.

The northwest wall waterproofing project is still pending.

Children's Services/Young Adult   *Cindy Romero & Gaetano Abbondanza*

Children's
We held 2 events in the children's room during November. Our In-n-Out Food for Thought Program wrapped up with 411 children participating. Children who read 5 books were eligible to receive a certificate for a free hamburger. Of the 411 children who registered, 192 completed the program receiving 3 certificates. We also celebrated Children's Book Week in November. This year's theme was "Imagine." We had candy, bookmarks, and balloons for the children who visited the children's room.

In December, we will be welcoming Santa and Mrs. Claus to the library on the 6th and 7th. Santa and Mrs. Claus delight children and their parents with stories, songs, and dancing. All children are incited to sit on Santa's lap at the end of the program. There will be milk and cookies for the children to enjoy with Santa. The following week on the 15th and 17th, we are inviting kids to come and decorate their own gingerbread houses. We are expecting crowds for both events.

I am looking forward to welcoming the new Library Aide III, Deborah Takahashi to the Children's Room. She will be a wonderful asset for the library.

Young Adult
After a successful experience using high school volunteers over the summer to staff the computer center, volunteers will be used continuously on a 2 to 3 month rotation. The current rotation runs from December through February. A total of 4 student volunteers will provide 10 hours of service per week.

The library advertised its tutor.com / live homework help program in the November 22nd issue of 'The Tartan Shield', the Glendora high school's student newspaper. Tutor.com is a program that connects students in grades 4-12 (plus first year of college) to a live tutor for help in mathematics, science, English, and social studies.

Development & Education Services   *Anne Pankow*

Mary Pat Dodson, literacy coordinator, and Anne Pankow, Development & Educational Services Coordinator, attended the California Library Association in Pasadena from November 4 - 6. Mary Pat attended an all-day literacy conference on Friday, November 4 and met many literacy coordinators from other libraries. Thank you to our director, Robin, for supporting our attendance at this annual conference.

Mary Pat had a literacy tutor training on Saturday, November 19. She had 16 potential new tutors attend. She and Mary Miller, the literacy coordinator from Glendale Public Library, taught the workshop. Anne Pankow and Malla Ramkishun, the Development Office database administrator, were among the attendees. It was exciting to meet community members excited about becoming a literacy tutor and hear how rewarding it is to teach an adult learn to read or improve their reading skills. Mary Pat has already begun to match some of the new tutors with learners.

The Friends Foundation offered a scrapbooking workshop on Saturday, November 5. Kathy Janicki, a library patron and avid reader, conducted the workshop. She demonstrated how to take precious family photos and turn them into wonderful works of art that will last a lifetime.

Anne Pankow attended a workshop on November 15 at the Center for NonProfit Management. The class was for new executive directors of non-profit organizations. It was a good basic class which answered some of my questions. Fortunately, the center has a helpline for managers which I know will be very useful to me. I have already called to get answers to questions that Foundation board members have asked me. This is certainly a year of learning for me.

On the first Thursday of November, Bonnie Deering conducted one Babies, Books & Bibs program at Foothill Presbyterian Hospital. Twelve pregnant soon-to-be mothers attended along with other family members and friends for a total of 27 who listened to Miss Bonnie's song and story time. Christine Cravens conducted a teen parent program at Arrow High School on the same day and distributed 17 books to teen parents.

Support Services   *Ted Taylor*

Having returned from a 2 week respite, I find that the Support Services staff has been working hard.

With the challenge of processing more items than last fiscal year, the staff has exceeded both last years statistics for the month of November as well as the annual totals with still one month to go.
Way to go team! It is the result of a combined effort of other Support Services staff -- Angie Andino, Aimee Beauchemin, Daniela Overlock, and Suzette Farmer working to help the processing staff of Abi Ellis and Carol Shane.

	2005			2004		
	Items Added	Items Withdrawn	Items Mended	Items Added	Items Withdrawn	Items Mended
Jan	669	377	260	555	138	661
Feb	670	379	447	645	235	370
Mar	971	912	376	573	401	410
Apr	858	761	398	666	8	427
May	1,130	510	377	609	235	363
Jun	1,234	161	352	787	242	453
Jul	510	385	631	804	240	453
Aug	563	454	395	619	171	281
Sep	857	562	513	609	583	363
Oct	1,012	877	506	736	435	323
Nov	1,020	1,358	295	755	572	290
Dec				1,037	310	347
TOTALS	9,494	6,736	4,550	8,395	3,570	4,741
Monthly Average	863	612	414	700	298	395

6.
Unfinished Business

GPL Strategic Planning Committee

November 30, 2005

Agenda

- Review results of two Community Meetings

- What does this information tell us?

- Discussion of Possible Next Steps:

    o Staff Input
    o Direction for Budget Preparation
    o 2006 Written User Survey
    o Friends Foundation

- Areas for Discussion on Future Direction:

    o Review of GPL Mission, Vision & Goals
    o Preparation of Five Year GPL Strategic Plan

Combined - Points

	First	Total
Services for Patrons		
Competent Staff	12	26
Access From Home	9	18
Open More	9	16
Consistent Hours	3	6
Express Computers	3	4
Library Environment		
Quiet Room	15	26
Wireless	15	24
Up-Dated Computers	6	17
More Space	6	16
Reading Room	3	8
Books & More		
Books	9	23
Large Print Books	4	11
Web Access to Schools	2	10
Internet	9	9
Books on CD's	0	8
Programs		
Adult Literacy	10	21
Children's Programs	9	15
Meet the Author	7	15
Promote Early Reading	0	12
Summer Reading	6	12
Computer Classes	7	11
Library Outside the Building		
Bookmobile	5	18
Partner w/School	5	15
Branch Library	6	15
Outreach to Underprivileged	9	13
Advertise More	1	11
Outreach to Seniors	8	11
Senior Center	4	8

COMMUNITY MEETING ONE (5) - THEME PRIORITIZATION

Sort by Total Points

Theme	First (3)	Second (2)	Third (1)		Total Points
Services for Patrons					
Competent Staff	4				12
Help w/Pub. Comp.	3				9
Access from Home		2	1		5
One-on-One Service		2			4
Staff/Foreign Lng.		1	2		4
Easy Access	1				3
Research Help		1	1		3
Consistent Hours		1	1		3
Open More		1	1		3
Research Classes			2		2
Express Computers					
No time lim. check out					
Tape players to loan					
Library Environment					
Quiet Room	3	1	2		13
Defined Areas by Age	3				9
Up-Dated Computers	1	2	1		8
More Space	1	1	1		6
Wireless	1	1	1		6
Comfortable Chairs	1	1	1		6
Reading Room		2			4
Large Mtg Rm		1	2		4
Talking Room		1	1		3
Evening Hang Out Area		1			2
More Computers		1			2
"Starbucks"			1		1
Hang-Out Room					
Needs more Life					
Soft Music Playing					
Living Room Feel					
Books & More					
Books	3				9
Internet	3				9
Inter-Library Loans	1	1	1		6
Videos		2			4
Large Print Books		1	2		4
Recreational Reading	1				3
Tutor.com	1				3
DVD's		1	1		3
Local History		1	1		3
Current Newspapers		1	1		3
Geneology		1			2
More Fine Literature		1			2

Foreign Language Books		1			2
Web Access to School Lib.		1			2
Tumble Books		1			2
Music CD's			1		1
Magazines			1		1
VHS					
More Automotive Books					
Scouting Information					

Programs for Patrons

Adult Literacy	2	2			10
Children's Programs	3				9
Meet the Author Nights	1	2			7
Computer Classes	1	1	2		7
Summer Reading Prog	2				6
Volunteer Progams		2			4
Story Times	1				3
College Fair Nights		1	1		3
Discussion Groups for Teens		1	1		3
Encourage Early Reading		1	1		3
Crafts			1		1
Music Programs			1		1
Book Clubs			1		1
Adult Medical Programs					
Adult Legal Programs					
Career Fair Nights					
Movie Nights					
How to Buy Good Books					

Library Outside the Building

Outreach to Teen Cen	3				9
Outreach to the Under	2	1	1		9
Outreach to Seniors	1	2	1		8
Branch Library	1	1	1		6
Bookmobile	1		2		5
Coordinate/Partner w/School		2	1		5
Outreach to Senior Ce	1		1		4
e-mail to residents		2			4
Partner with Bookstore	1				3
Work with Service Clubs		1	1		3
Work with PTA's		1			2
Advertise More			1		1
Speakers Bureau			1		1
Partner with Business					
Decentralize Library					
Work with Scouts					

COMMUNITY MEETING TWO - THEME PRIORITIZATION

Sort by Total Points

Theme	First (3)	Second (2)	Third (1)	Total Points
Services for Patrons				
Competent Staff	12		2	14
Access from Home	9	2	2	13
Open More	3	8	2	13
Research Classes		2	3	5
Express Computers	3		1	4
Consistent Hours	3			3
Research Help		2	1	3
Easy Access		2		2
Library Environment				
Wireless	12	4	2	18
Quiet Room	6	4	3	13
More Space	3	6	1	10
Up-Dated Computers	3	4	2	9
Defined Areas by Age		4	2	6
Reading Room	3		1	4
Comfortable Chairs		2	1	3
Books & More				
Wide Variety of Books	9	4	1	14
Books on CD's	6		2	8
Web Access to Schoo	6		2	8
Current Newspapers	3	4		7
Large Print Books		4	3	7
DVD's	6			6
Music CD's	6			6
Inter-Library Loans	3		1	4
Tumble Books		4		4
Recreational Reading		2	1	3
Magazines		2	1	3
Local History		2		2
Programs for Patrons				
Encourage Early Read	6	6		12
Adult Literacy	9		2	11
Meet the Author Nights		8		8
Children's Programs	3	2	1	6
Book Clubs	3	2	1	6
Summer Reading Programs		4	2	6
Adult Legal Programs		4		4
Computer Classes		4		4
Story Times		2	2	4
Music Programs	3			3
Adult Medical Programs		2	1	3
Volunteer Progams			1	1

Library Outside the Building

Bookmobile	9	2	2	13
Advertise More	6	4		10
Coordinate/Partner w/$	6	2	2	10
Branch Library	3	6		9
e-mail to residents	3	4	2	9
Decentralize Library	3		1	4
Outreach to the Underprivileged		4		4
Outreach to Senior Center		4		4
Outreach to Seniors	3			3
Speakers Bureau		2	1	3
Partner with Bookstores			3	3

	Question	Teen Focus	School Parent	Business & Service	Seniors	Faith
Any	Newspapers-older ones for reference etc	Music CDs	Summer reading for kids	Culture Programs	Automotive how-to	Books
	Access to information –books, electronic materials	Used book sale	Microfilm	Automotive history/reference	All mediums-video, books, computers, ref	Fine lit, classics, ref material, business ref
	Critical commentaries on line (for paper writing)	Easy access- customer service, easy to find materials	Outreach to schools-Librarian to school	Quiet, comfortable reading	All mediums-video, books, computers, audio etc	How to info, crafts
	Discussion groups for teens for school books	Open Sundays	Internet-focus	Evening hours important students/working people	Displays-themed	
	Space for lots of books & computers etc	Specific night for specific school	Adult Programming-medical, legal, Children's programs	Inviting-relaxing-gathering place, restful	User-friendly, esp. computers	
	One-on-one staff help for all areas	Wide range materials	Gateway with a guide to what I'm looking for	Less traffic, space for people	Reference librarian visible	
	Passport renewal and info	Community resource	Current periodicals, reference, movies, audio programs	Less noise	Help with how to use library	
	Art nights to view and discuss paintings, photos	Keep kids coming to library	Rotating displays	Designated reading room-quiet area	ILLs, RFPs	
	Cultural events: food from different countries etc	Teach computer use	Adventure Land - Children	Designated "talking" room	Study areas-quiet	
	Flexible room to read and hang out comfortably	Adequate materials	Literacy Programs	Study cubicles	Story times, children's programs	
	Room for group projects	Good hours	Access to Bidwell	Local history	Genealogy	
	Soft music, classical, comfortable sofas	More current materials	Reference Desk	Genealogy research & local history	Videos, music	
	Kid programs, esp. to get them started reading	Wireless	Times open-available service-extend hours	"Hands on" help with genealogy	Periodicals-wide variety, gov	
	"Monrovia reads"-library bus that serves underprivileged	Services for very young	Extend limit, time borrowed	General computer instruction (all ages)	Clean environment	
	After school tutors to help kids read			Separate prizes for boys and girls in summer	Tax forms	
	Movie nights			Special interest for boys and girls	Books for juv/school research	
				Books should still be important (vs. computers)	Quiet	
				No cell phones	Helpful, knowledgeable FUN staff	
					A/C casual recreational reading	
					Comfortable chairs	
					Public mtg space	
					Assistance for teachers	
					No limit on check-out for books	
Lib Roles	make it more appealing, more social, coffee-shop feel	Encourage reading	Resource for information	Literacy Classes-Non-English speakers	Providing books, computers, videos	
	Move nights-no cost, refreshments, discussion	Connection to teen community	Community Center	Help to build reading sills	Assistance to schools, providing materials	

Question	Teen Focus	School Parent	Business & Service	Seniors	Faith
	Have teens as staff members to assist peers	Programs to bring kids into Library	Programs for all ages, after school programs	Social-book clubs (men, women, children, current events, special interest)	Home schooling support
	Open later at night maybe twice a week	Educational partner to schools, college	Craft programs	Life-long learning	Local info, city, area: history, culture
	Bring services like free books to children in our town–including our elementary schools, Southern Glendora, parks. Bus for check-out, reading	Encouraging early reading, listening to young readers, reading to children, grand parent reading	Catalyst for learning	Book fairs on specific topics (opera, antiques…) including speakers, music, cultural	Adult literacy
	Activities relating to books that are read to them	Know/list books required at schools	Community display	Tap community volunteers in specialized areas	Homebound program
	Large annual book fair-authors, food, stories, books for sale	Service to older/vision impaired	History of community & San Gabriel Valley	Clarity on book donation policy	
	Career fair nights-have those with jobs explain what they do	Service to business	Events that draw people, meet the author	Foreign language books	
	Family activities-like project/activity they can do together	Make community better	Class on how to use computers	Handle donations of private or unique collections	
	Game room-pool table there-trivia games	Staff with foreign language skills	Scouting info (Eagle) badges	Library could help people connect with libraries that would be interested in unique collections to be donated	
		Music – expose kids to classical, other	Reference books, encourage people to use them	Help with how to research	
		Bulletin board resource	Adult Reading Rooms/Starbucks	Help with how the books are organized	
			Help businesses what's available to them	It needs to be easier to find books	
			Home bound delivery service	Tape players to loan	
			Access treasures of library from home or work		
			Speakers Bureau access to		
			Ability to copy & print info to take home		

Strengths	Teen Focus	School Parent	Business & Service	Seniors	Faith
	Tutor.com – good on-line tutor service	Staff	Story time @ Library, volunteer programs	Convenient	Children's programs
	Information desk-persistent in finding what you need	Listens to consumer	Very community focused	Helpful staff	Comm. involvement, Found., volunteers
	Tumblebooks	Proactive	Programs, i.e. Night to remember, Trivia Challenge	Well organized (staff & library)	Large print, books on tape
	Kids crafts	Good volunteer program for kids	Updated computers	Good selection, mag., newspapers, books on tape	Will get materials GPL does not have
	Likes receipts at check out-legible	Timely programs	Volunteer store, Friends of the Library	Reading area is good	Staff-friendly
	Outreach program for teens at Glendora schools (documentary)	Collection	Patient with children, help	Children's area: roomy, inviting, setting is good	User friendly to all ages

Question	Teen Focus	School Parent	Business & Service	Seniors	Faith
	Wide variety of books and media				
	Computers	Story time program	Movies & books on DVD	Bookstore is an asset	SRC volunteer opportunities for kids
		Generous to community – Christmas books	Birth of Literacy program (how far reaching)	Historical display is good	City library as opposed to County
	Carpet's wild – so 70s	Visible in community – Trivia, fundraising	Up-to-date newspapers (weekly & monthly)	Well-equipped (computers, copiers)	Nice facility
	Story time – fun chairs and tables		Huge meeting room, full serviced	Interlibrary loans	Feels safe, for kids, next to PD
	Separate sections for different ages		Competent library staff	Like the "just returned" shelf	Good hours
	On-line services		Good parking		Wide variety of media
	Likes photos of Glendora (on Centennial Display)		Location is good		Willing to host events in Bidwell
	Possible for residents to do display				YA/teens area is separate from children's
	Can order periodicals from other sources – and other materials-to be delivered closer to home				Summer reading, adult book clubs, author visits, crafts
	Educational –i.e. computer classes				
Weakness	Can't use public phone to call home for a ride	Not stamping books	Should be open on Sundays	Many chairs are uncomfortable, old	Only one copy of each classic book
	Hours odd – since not open evenings want consistency.	Parking	Hours open to be able to serve the needs	Chairs with more support are needed	Too many mysteries, Sci-Fi, too many bestsellers
	Tables and umbrellas to use plaza-outside setting-incl food	Health education	Publicity, as to what we have to offer	Don't like the historical display	Need more diversity of titles
	Information desk-sometimes a shortage of staff - wait	Classic films	GL services are a well kept secret	"Just returned" shelf should be more visible	
	When given book section, staff should know where to go	Child section biographies	What kind of computer services available	Used/donated books reviewed for circulation	Need more computers? Always busy area
	Map on GPL computers so you can find your way around	Book mobile	Larger material budget	Receipt for donated books	Some computers use only for research
	Animals in kids section rather than numbers-or use both	Impact of new development	Lack of cultural events-old movies, concerts, speakers, authors	Need to clarify book donation policy	Expand YA section, need more Lexile (specific reading program) level books with age appropriate themes, younger themes with higher level vocabulary
			Library networking within community, i.e. schools	Open Thursday evenings even if another evening is closed	Need to open Thursday evening and Sundays
	If outside area, library could sell drinks and snacks		Is there a need for special materials, i.e. medical	Parking is a problem	Too loud, needs to be quieter, hard to study
	College nights – info – would be helpful; HS offers only once		Do we have large print books?	Flooding	
			Book clubs, through Library	More book discussions, author visits	
			Publicity, marketing-info out to community:	Need more book clubs	

24

Question	Teen Focus	School Parent	Business & Service	Seniors	Faith
				Minutes of Council should be kept for 1 year	
				Vertical files should be up-to-date	
				City project plans should be easier to access	
				Expand collection, antique watches, clocks	
				Expand genealogy collection	
				Don't have enough local history	
				Advertise/promote books to home bound	
				Outreach to senior housing	
				Expand automotive historical reference	
				Speakers should not be in the main library	
Into Com	Assemblies at elementary schools-what library offers for services	Book mobile	Working with several service clubs	Expand services to senior apartments	Cooperation/connection to schools
	Convalescent homes-read to them and provide books.	Outreach/partner with schools	Working with scouting	Opportunities HS students community service	Publish web access to school & library catalogs
	Hospitals, like City of Hope, our 2 hospitals-read to kids etc	Outreach to teen center/sr center	Talk to different organizations		Books to shut-ins
	Movie nights and, read books ahead for designated movies, then show at park, etc, discuss, in other areas of the city	Decentralize	Book clubs, review books, sack lunches meetings		More advertising of library services: mailings, e-mail, insert with school registration packets
	Advertise services, utilize clubs, church groups	Service to homebound	Another branch library, easier access for patrons, near Wal-Mart		Field trips for kids to library at beginning of school year
	Mail or home delivery to those limited in transportation	Work with PTA	Expanding hours (Mon & Thur), weekdays to 10 pm		Classes?
	E-mail service-info come to you on-line	Connect/partner with book stores and other business	Open hours schedule- inconsistent		Channel 3, local cable
		Partner with mentors			
Other	Comfort and space added by open space use on plaza	Coffee stand	Doing a fine job	Keep audio books on cassette (vs. CDs)	Library has done excellent job in light of budget cuts
	Documentaries there got me involved in library and life issues	Ask kids/teens/seniors	Our GL unique kiosk	Loan out tape players	Children enjoy library
	Hard to find a place to hang out outside at night without being in trouble, so plaza would be great	Connect with school service clubs	Encourage book donations, may get more volunteer	Dev. Office more time promoting existing library services less time fund-raising	Appreciates Christian books and videos in public library (for kids too)

25

Question	Teen Focus	School Parent	Business & Service	Seniors	Faith
	Library- needs more life, light – so dead	Be open to volunteers with unusual skills	Organizations would love to hear from library and services available.	Library needs a couple of "express" Internet computers, first come-first served basis, time limit to be 5-10 minutes	Suggest Lamplighters Publisher as source
	Need a more stimulating, fun place to be	Teach how to buy quality books		Turn around time on requests for purchase can be slow (due to new rotation system for ordering)	October 31-Reformation day-display in addition to Halloween display
	Good idea to reach out to people-like the focus group	Add books with Meals on Wheels			No censorship at PL
	Connect/partner with book stores and other business				
	Partner with mentors				

97

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

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?

- Children's: story time, SRC, homework resources, Children services & programs at times for working parents to attend
- Promotions/Publicity of Library
- Electronic services
- Training of use of resources for patrons through several medias including cable
- Computer, word processing, internet available for free
- Expanded copier services-color copier, scanner, Fax machine patrons can use, color printer
- Books: current fiction/nonfiction, easy access, near entrance, clearly labeled
- Current job announcements/job postings easy to find in the Library
- Tax forms/info at one location-easy to find
- Catalog that is easy for patrons to understand
- Reference & information: referrals to other services
- Signage
- Checking e-mail
- Internet
- Print encyclopedias
- Experienced & knowledgeable, friendly welcoming staff
- Current popular fiction
- Tidy, clean environment
- Study areas
- Better technology for people with disabilities
- Information sheet with: current programs, what library has to offer
- Current, up-to-date resources
- Children's programs, story times
- City or local government services
- Volunteer opportunities

Staff Focus Group Answers

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)*

- Current topics/titles & classics in book format
- Technology
- Commons
  > The role is **not** to support business community-business community has not responded to outreach attempts
- Community referral
  > Human, personal contact
  > For newcomers
- Lifelong learning & programming
- General information
- <u>Current</u> topics & titles
- Information literacy-databases, internet, catalog
- Homework support, tutoring
- Role is <u>not</u>:
  - ➤ Genealogy - churches
  - ➤ Formal learning - community colleges
  - ➤ Cultural awareness
  - ➤ Business - Chamber of Commerce
  - ➤ Posting community flyers etc
  - ➤ Personal Internet use: playing games, chatting between library's computers, email - may be teen center's role?
  - ➤ Other libraries charge $3.00/hr for internet use

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

- Fundraising
- Children's services
- Customer service-offering great pleasant staff, personal touch
- Fabulous audio book collection, free
- Free services that other libraries charge for
- Layout of library, inviting, not scary

- Answer large number of reference questions in timely manner
- Good training of staff
- Try to keep up with technology
- Number of public computers available
- Variety of programs/events/activities offered for all ages
- Use of volunteers which involves community members
- Local history collection including local magazine with index (privately published)
- Staff working together and helping each other
- Collection: we can meet the needs of majority of our patrons easily in several formats
- Fiction collection is good
- Staff
  - Personal friendly contact
  - Knowledgeable, monthly meetings
- Variety of good programs
- Technology: full text databases
- Audio books
- Foundation: community support-NOP, Trivia
- Bidwell Forum for meetings
- Children's programs: meeting place for Moms
- Willingness to accommodate disabilities

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

- Collection-some non-fiction collections outdated; children's science books over 20 years old
- Old building
- Layout-acoustics are bad-patrons complain; people are loud, at service desks, in children's room
- Lack of quiet study space
- Running out of shelf space
- Do not use shelving space efficiently-some areas crowded-others not
- Circ desk: not efficient & confusing to patrons; too many points of service-needs one more computer; having to hand patrons checked out materials past gate
- No money for new circ desk

- Need to provide services to patrons at outreaches of community
- Space shortage
- Noise level
- Money: for collections, databases, water, salary equity (as for us - other city employees and compared to other cites)
- Circulation desk: workflow, patrons entering and leaving
- Not up-to-date decorations: art work in children's room for example
- Computer use: fluff, noisy teens, chatting
- More signs for "No cell phone use"
- Too many signs

How would you expand GPL services into the community?

- Branch Library
- Book mobile
- More partnerships with schools; more cooperation with teachers & schools, list of materials from teachers
- By publicizing services & databases offered at library, especially to parents & children/students
- Trained volunteers of all ages to participate in community outreach programs and library events
- Through PTA to reach students & parents
- Explore joint use funding agreement with local schools
- Book mobile
- Attend other community events judiciously
- More adult lectures to draw more people in
- More advertising? Channel 3-library show or commercial
- Email
- Marquee
- Mailing list
- Library card application: do you want to receive notices…?
- Advertise at related businesses

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.

- Need better meeting space for staff-divide Forum space?
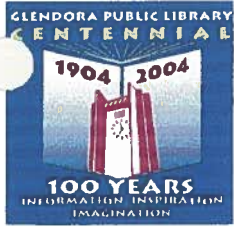
Glendora Public Library   *140 S. Glendora Ave.*   *Glendora, CA   91741*
(626) 852-4891   *library@ci.glendora.ca.us*

MEMO

To: Board of Library Trustees

From: Robin Weed-Brown, Library Director

Date: December 12, 2005

Re: Agenda Item # 6.2 - Salary Equity Discussion

Recommendation: To use the documents and studies gathered on library salary equity issues to assist in the city-wide classification and compensation study to benefit library staff; and to hold off on creating a full separate report until or unless the city wide study does not produce a document supporting library parity to the satisfaction of the Library Board.

Several studies have been done in the last five years, at the local, state and national level, on salary parity for library workers. The American Library Association started a campaign (*The Campaign for America's Librarians*) and created a tool kit to help in reaching parity in 2002. *"Developing a Compensation Plan for Your Library"* was published by ALA in 2002. ALA also releases an annual salary survey in their publication *Library Journal*. The California Library Association released in 2002 *"The Case for Fair Compensation for Library Workers: a Survey of Comparative Pay Levels in California"*.

Locally, the Library Board has been actively working to raise awareness with our City Council on salary equity issues over the past several years. A city funded management audit report by CityGate in 2002, in Recommendation IX-4, indicated a salary survey should be done for competitiveness in recruitment for the library. On several occasions, library staff has done its own salary survey when staff was lost to nearby jurisdictions paying better salaries. This issue was also presented to the Citizen Budget Committee in May 2004 by the Library Director. In 2005 Library Associates prepared a study on Glendora Library salaries and created some helpful charts in comparing internal parity issues. This study showed internal differences as well as library-to-library comparisons with the library below median in most instances.

Meanwhile, other departments in the city have started to lose staff to other cities offering better pay. Once interest in this issue spread beyond the library, the employee associations requested a salary study as part of their MOU negotiations. City administration submitted a budget request for a Compensation and Classification study to be done for the entire city, including internal equity issues. Such a study had not been undertaken since the early 1990s, 1993 I believe, so it was overdue (no pun intended!). The C&C request was funded and is moving forward with an anticipated completion of February or March 2006.

With the City actively pursuing this issue, it is my recommendation to hold off on preparing a full separate report and to focus instead on using the information and documentation already gathered to assist the city consultants in the library portion of the study. If at the conclusion of the study the Board of Library Trustees feels that the library issues have not been represented to the benefit of staff, the trustees could then direct the staff to generate a report.

● Page 1

number of employees per classification. The City Council is equally concerned that employees be properly classified for the work performed and that compensation paid reflects the comparative norm.

SCOPE OF THE ASSIGNMENT

All current non-safety full-time General employees, Mid-management & Confidential employees and Executive Management position classifications (including Police Chief) are to be reviewed, amended and consolidated, or have new classifications created, so as to ensure they reflect current duties, responsibilities and minimum qualifications in keeping with a standard format to be approved by the City and will also include a "physical standards" statement. The classification analysis will be followed by a total compensation survey of bench mark cases (to be determined) **all to be completed no later than Friday, Feburary 24, 2006. See Attachment "A" for salary survey details.**

The City anticipates that the Study will involve two (2) broad phases of work comprised of the following key tasks:

A.   CLASSIFICATION PHASE

1.   Develop a classification structure that reflects the City's overall classification and compensation strategy and includes the clear definition of terms and the development of career ladders for full-time positions.

2.   Review of background materials, including organizational charts, budgets, personnel rules and regulations, compensation schedules, current job classifications and related information.

3.   Design an appropriate job-related questionnaire.

4.   Conduct orientation and briefing sessions with all department directors, managers, and supervisors explaining their role in reviewing and commenting on all information received.

5.   Completion of a job-related questionnaire by all employees within the scope of the study that will be used for classification and compensation purposes. Current classification description to be attached.

6.   Conduct interviews with all employees within the scope of the study and appropriate supervisory and management personnel.

7.   Allocate all employees included within the scope of the study to an appropriate job title, job class and with an appropriate exempt and non-exempt designation.

8. Prepare up-to-date and accurate job classification specifications for all full-time employees in this study (may review and revise existing).

9. Design and administer an employee review and appeal process.

10. Prepare appropriate implementation and maintenance manuals.

11. Conduct comprehensive training sessions for designated City staff.

12. Provide periodic status reports on a monthly basis, or as requested.

B. COMPENSATION PHASE

1. Conduct a comprehensive total compensation salary survey of Glendora's nine comparative cities using methodology listed in Attachment "A" in Excel format.

2. Complete internal salary relationship analyses, including the development of appropriate internal relationship guidelines (internal equity).

3. Develop externally competitive and internally equitably salary recommendations for each class included within the study.

4. Assign a salary range/salary step scale to each classification, which reflects the results of the market survey and the analysis of internal relationships.

5. List schedule for implementing compensation recommendations as set forth in Attachment "A.

6. Prepare implementation and maintenance manuals.

7. Provide training for designated City staff.

8. Provide periodic status reports on a monthly basis, or as requested by the City.

The Consultant or the City may propose additional tasks as deemed necessary to complete the assignment. If agreed by both parties, any additional work shall be compensated at the rates bid.

7.
New
Business
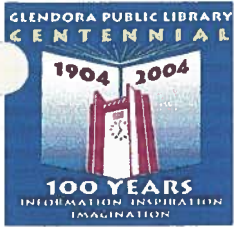
Glendora Public Library 140 S. Glendora Ave. Glendora, CA 91741
(626) 852-4891 library@ci.glendora.ca.us

MEMO

To: Board of Library Trustees

From: Robin Weed-Brown, Library Director

Date: December 12, 2005

Re: Agenda item # 7.1- Mid-year review of goals

The December update on library wide goals is attached for your review. We are on track with only a few modifications.

Library
FY 05-06 Goals
December Update

	Timeline	Responsibility	Other City/Div staff needed	Status
Administration				
Create and publish a 3-5 year plan of service for library	Complete by 6/30/2006	Lib. Dir, BLT and sub-cmte		50% done
Update Library Emergency procedure manual	Complete by 3/30/2006	Lib. Dir, Admin Assist	consult with John Schmidt, EOC	50% done
Prepare library staff salary equity document to submit for 06/07 budget	Complete by 12/30/2005	Lib Dir		in process but with the city now doing a C&C study this will only be support doc
Customer Service & Facilities				
Purchase and install new book drop and new AV drop in back lot	Complete by 2/28/2006	CS&F manager		100% completed Nov. 05
Facilitate lib maintenance transfer to public works	Complete by 6/30/2006	CS&F manager & assistant	Public Works-John Menke	on-going -money moved, plan progressing
Update Circ Procedures manual	Complete by 6/30/2006	CS&F manager and staff	Sr. Lib SS re Polaris procedures	35% done
Support Services				
Implement periodicals module	Complete by 6/30/2006	Sr. Lib-SS, periodicals aides	(print) (microforms)	Phase 1 -100% complete Phase 2 done by 6/30/06
Establish SS procedures manual	Complete by 6/30/2006	Sr. Lib-SS, and staff		75% complete
Public Services				
Investigate and evaluate kid's catalog and prepare recommendation for purchase in FY 06/07	Complete by 3/30/2006	Sr. Lib- PS and staff	Sr Lib-SS-Polaris issues	eval to start Jan 06; purchase may be delayed due to maternity leave
Revise and expand Ref manual	Complete by 6/30/2006	Sr. Lib-PS		40% done-schedule in place

Glendora Public Library Events

December 2005

6	10:30 a.m. Stories with Santa- Bidwell Forum
7	Friends Bookstore Sale
7	2 p.m. – 4 p.m. Holiday Open House with flautist Sherry Glab & harpist Ginny Farrand- Main Floor
7	7 p.m. Stories with Santa- Bidwell Forum
10	9 a.m. Glendora Christmas Parade
12	**7 p.m. Library Board meeting-Library Board Room (date changed)**
15	3 p.m. Gingerbread Houses, kids age 5 thru 12-Bidwell Forum
17	10:30 a.m. Gingerbread Houses, kids age 5 thru 12-Bidwell Forum
24, 26	Christmas Holiday-Library closed
31	New Year's Eve Holiday-Library closed

January 2006

2	New Year's Day – Library closed
7	10 a.m. Brew, Books & a bargain at the Library – Library main floor
9	7 p.m. Books Alive! discussion group: *Gilead* by Marilynne Robinson - main Floor
9	"Librarian for a Day" essay contest starts – essays accepted until February 6, 2006
16	Martin Luther King Jr. Day – Library closed
17	**7 p.m. Library Board meeting-Library Board Room (date changed)**
20	6: 30 p.m. Athena reception – Library main floor- by invitation only

Ongoing Events - Story times continue throughout December

- "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, 1st Thursday of every month, Foothill Presbyterian Hospital
- Born To Read, 1st Thursday of every month at 12:35 p.m. at Arrow High School

Foundation Executive Board Meeting
December 2, 2005 @ 7:00 a.m. Library - Main Floor

Foundation Quarterly Board Meeting
January 17, 2006 @ 7:00 a.m. Library – Bidwell Forum

www.ci.glendora.ca.us/library

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
(Adj. for President's Day)   requests for 06-07

March 20   Librarian/day essays; NLW

April 17

May 15   Closed session: begin process of Self-evaluation of the Board
                       & Evaluation of the Director

June 19   Agenda planning 06-07; Closed session: Eval. Lib board; Eval-
                       Lib Dir

Handout 1

Elke Cathel

From: Jim Theel

Sent: Monday, December 12, 2005 2:52 PM

To: Elke Cathel

Subject: FW: OCLC's report

Elke, could you make copies of this e-mail for tonight's board meeting. Thanks. Jim

-----Original Message-----
From: Dave Harmeyer
Sent: Monday, December 12, 2005 1:11 PM
To: Jim Theel
Subject: OCLC's report

From: Dave Harmeyer

Sent: Thursday, December 08, 2005 3:25 PM

To: Debra Quast; Elesha Keen; Evelyn Yee; Irene Robinson; John Schwenk; Ken Otto; Kimberley Wilcox; Liz Leahy; Michelle Y Spomer; Paul Gray; Robin Ottoson; Roger White; Scott Rosen; Shelley Harrell

Subject: OCLC's Preceptions of Libraries and Information Resources -- new report

Hi all, here are 5 things, out of dozens, from this report (done in June 2005, 3,300 responses from U.S., United Kingdom, Australia, Canada, India & Singapore):

1) The place libraries hold today is no longer as distinct as it once was. Survey respondents are generally satisfied with libraries and librarians, but most

do not plan to increase their use of libraries.

2) Search engines are the favorite place to begin a search and respondents indicate that Google is the search engine most recently used to begin their searches. **Only 10 percent** of college students **indicated that their library's collection fulfilled their information needs** after accessing the library Web site from a search engine.

3) When asked how they judge the trustworthiness of information [from the Web], "common sense/ personal knowledge" was the top method used. Eighty-six percent of respondents feel confident they have the personal knowledge to evaluate information resources. When they want to validate information, they self-serve again, by searching another Web site that contains similar information (82 percent).

4) Respondents indicated that search engines deliver better quality and quantity of information than librarian-assisted searching—and at greater speed.

5) Respondents do indeed have strong attachments to the idea of the "Library" but clearly expressed dissatisfaction with the service experience of the libraries they use. Poor signage, inhospitable surroundings, unfriendly staff, lack of parking, dirt, cold, hard-to-use systems and inconvenient hours were mentioned many, many times by respondents. The overall message is clear: improve the physical experience of using libraries.

The full report is found at http://www.oclc.org/reports/2005perceptions.htm

Dave

The survey is a representative sample of "information consumers" collected in June 2005 made of 3,300 responses from Australia, Canada, India, Singapore, the United Kingdom and the United States.

Libraries, many of their resources and services,

and the information experts who work in libraries

appeared to be increasingly less visible to today's

information consumer.

Respondents use **search engines** to begin an information search (84 percent). **One percent** begin

an information search on a **libraryWeb site.** *(Part 1.2)*

Quality and quantity of information are top determinants of a satisfactory information search.

Search engines are rated higher than librarians. *(Part 2.6)*

Respondents do not trust purchased information more than free information. The verbatim

comments suggest a **high expectation of free information.** *(Part 3.4)*

Library users like to self-serve. Most **respondents do not seek assistance** when using library

resources. *(Part 2.4)*

"Books" is the **library brand.** There is no runner-up. *(Part 3.8)*

Most information consumers **are not aware of,** nor do they use, most libraries'

electronic information resources. *(Parts 1 and 2)*

Only 10 percent of college students **indicated that their library's collection fulfilled their**

information needs after accessing the libraryWeb site from a search engine.

Comments from respondents provide clear directions for physical libraries: be clean, bright, comfortable, warm and **well-lit**; be staffed by **friendly people**; have hours that fit their lifestyles; and **advertise services**. Find ways to get material to people, rather than making them come to the library. *(Appendix B)*

The majority of respondents anticipate their usage of libraries will be flat in the future. *(Parts 1.1 and 3.7)*

Ninety percent of respondents are satisfied with their most recent search for information using a **search engine**. *(Part 2.6)*

People trust what they find using search engines. They also trust information from libraries. They **trust them about the same.** *(Part 3.3)*

• **Search engines fit** the information consumer's lifestyle better than physical or online libraries. The majority of U.S. respondents, age 14 to 64, see search engines as a perfect fit. *(Part 3.7)*

Libraries are used for borrowing books, access to reference books and research assistance. Respondents shared many positive associations with these traditional resources as well as with the library space itself. When asked to give advice, many respondents suggested increasing the library's quantity and variety of traditional information resources—"more books" was often cited—as well as the number of hours libraries are open.

The results of this survey confirm that libraries are not seen as the top choice for access to electronic resources.

Ranganathan's Five Laws of Library Science

1. Books are for use.
2. Every reader his or her book.
3. Every book its reader.
4. Save the time of the reader.

5. The Library is a growing organism.

Glendora Reads!
Adult Literacy Program

General Literacy Information

- According to the most recent figures, 24% of the CA population ranked at the lowest literacy level.
- 24% of the US population ranked at the lowest literacy level.
- Another 22-27% are marginally literate.
- A functionally illiterate adult is unable to read, write, and communicate in English, and compute and solve problems at levels of proficiency necessary to function on the job and in society.

Our Learners

- Adults 16 years and older
- not enrolled in high school
- who are able to complete an interview and ability assessment in English
- and want to improve reading, writing or spelling skills.
- by dedicating 1 ½ hours or more each week to meet with a tutor.

Our Tutors

- Are willing to dedicate 1 ½ hours or more each week to meet with a learner.
- Make an initial commitment of 6 months.
- Attend an initial training.
- Attend tutor support meetings and further training.

Our Coordinator

- Recruits and trains Tutors.
- Recruits Learners.
- Assesses/Reassesses Learners.
- Matches Tutor/Learner pairs.
- Selects appropriate curriculum.
- Provides support for Tutors and Learners.
- Maintains statistical information for funding purposes.
- Assists in grant writing.
- Makes contacts within the community and literacy organizations.

Program Offerings

- Provide tutors, assessment, diverse curricula and other support materials at no charge.
- Provide support/assistance to help the Tutor/Learner Pair to maintain effectiveness.
- Provide Computer Lab for supplemental learning opportunities, Life Skills and Study Skills materials.

Computer Software available

PC 1	PC 2
Clear Speech	Easy Writer
Inspiration	Merit Language Arts
Merit Language Arts	Microsoft Word
Microsoft Word	Oxford Picture Dictionary
Pronunciation Power	Rosetta Stone
Scanning	TextHelp
TextHelp	

The Rosetta Stone

Glendora Reads! Literacy Program
Computer Lab Training

Original Application

- The Rosetta Stone program was designed to teach a new language by *directly* associating written/spoken words with objects, actions, and ideas, *without translation*.
- Grammar, syntax and vocabulary are taught, and language-learning strategies are developed.

Literacy Applications

- **Early level learners can work on grammar, vocabulary and usage with single words, phrases, and simple sentences.**

- **Higher level learners continue to work on grammar, vocabulary and usage with a wider vocabulary, expressive words, idioms and dialogue- style sentences.**

- **Highest level learners can work on all of their reading strategies with full narratives.**

- **ESL learners can increase reading, listening, speaking and writing ability.**

Components of each Level

- Computer Program CD for each Level
  Can stand alone.
- Workbook: Provides written practice.
- Student Study Guide: Supports grammar and usage.
- Quizzes and Tests: Quizzes each lesson and tests lessons 5 & 6. Separate Answer Keys are available.
- User's Guide (for tutor use)
- Curriculum Text

Program Overview

- The Rosetta Stone is:

- Structured-follows a specific format.
- Concrete-uses pictures, cartoons, video
- Sequential-presents ideas in logical order
- Spiral-builds on previously learned skills

Modalities and Icons

- A: Listening and Reading (Speaker & Book)
- B: Listening (Speaker)
- C: Reading (Book)
- D: Speaking (Microphone)
- E: Writing (Keyboard)

Activities Screen Choices

- Choose Preview: This choice shows the complete exercise to the learner, and will read the exercise if activated.

- Choose Guided Exercise: This choice reads the complete exercise to the learner and then the learner performs the exercise.

- Choose Exercise: The learner performs the exercise.

Types of Responses

- Clicking: User clicks on the answer.
- Speaking: User says the answer.
- Typing: User types in the answer. Errors are highlighted. ("Easy" doesn't check punctuation. "Strict" checks punctuation.)
- Dragging: User drags word tiles. Punctuation is given on the tiles.

One More Thing...

- Scope and Sequence: By looking through the Scope and Sequence, a Tutor/Learner can choose a specific Level, Unit, or Lesson that highlights a specific area of need.

Getting Started

- Click on the Language.
- Click on the Level.
- Click on the Unit.
- Click on the Lesson.
- Click on the Language Skill Modality.
- Click Preview, Guided, Exercise.
- If desired, Click Mode: Delay (separates prompt and response), Timer (default is 5 seconds), Test.