

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

Library Conference Room

**January 17, 2006
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 December 12, 2005- action item

5. REPORT OF LIBRARY DIRECTOR

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 lead

6.2 2006/2007 Library Budget Update

Library Director to report

7. NEW BUSINESS

7.1 Review of Vision Statement

President Theel to lead discussion

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

Minutes
CITY OF GLENDORA
LIBRARY BOARD OF TRUSTEES – Regular Meeting

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

December 12, 2005
7:00 p.m.

The Regular Meeting of the Glendora Library Board of Trustees was called to order at 7:05 p.m. by Vice President Sandra Freeman.

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; Anne Pankow, Development & Educational Services Coordinator, Mary Pat Dodson, Literacy Coordinator.

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 (Hodson/Fields) to approve Minutes of meeting of November 22, 2005**. Slakey pointed out that the donor recognition event will take place in January 2006, not in March 2006, as listed in the minutes.

5.1 REPORT OF LIBRARY DIRECTOR

Weed-Brown advised the Board that she brought the complete RFP (Request for Purchase) for the Classification and Compensation study for review. Weed-Brown received official notification that Slakey's and Freeman's terms expire in 2006. She encouraged both to reapply.

Weed-Brown clarified the Classification and Compensation study process by pointing out that an employee survey will be done and key staff will be interviewed. Any suggestions for re-classification will be submitted by the consultants. Only full-time positions will be reviewed. Weed-Brown pointed out that the Library has the most part-time employees, with Community Services having a lot of contract and seasonal staff.

Slakey, referring to Taylor's monthly departmental report, asked why more items are being withdrawn this year than last year. Weed-Brown explained that the high number is a result of staff weeding old, worn items in order to replace them, which was made possible by extra funding received from the City and Friends Foundation. Several sections, such as large-print books and the children's section are being weeded heavily. Videos are being pulled and replaced with DVDs. In response to a question from Theel, Weed-Brown explained that withdrawing material is less time-consuming than adding.

Weed-Brown handed out the brochure for the database *BusinessDecision*. Two versions of this database are available, the Pro-version and the basic version. The cost for the Pro-version should be no more than \$7,500 a year. Weed-Brown pointed out that as much as a 50% price reduction is available with an 18-month subscription. Weed-Brown had asked Carl Morgan, Economic Development Director for the City of Glendora, to provide feed-back and his response was very positive. Hodson commented that this database could be a great tool to do market research and the price seemed to be very reasonable. Weed-Brown voiced her concern that the business community showed no interest in participating in the Library's strategic planning process, so reaching out to them may be difficult. Hodson stated that outreach could be done through the Chamber of Commerce. Slakey suggested contacting Carol Gill for the downtown merchants group. Hodson added that this could be a great tool for a small to medium size business and could also be a way to reach new patrons.

Due to the early date for the December meeting the November statistics were not available yet. Weed-Brown was therefore unable to respond to Theel's inquiry in regards to the number of tutor.com users. Theel stated that tutor.com needs to be advertised in the middle schools.

Weed-Brown stated that the Children's Librarian Romero is expected to return from her maternity leave in the month of July, midpoint in the Summer Reading Club Program. A new Library Aide III for the Children's room has just been hired to replace Mary Pat Dodson. Gail Jebbia, Library Aide II – Periodicals, is in library school and will fill in as part-time Librarian I while Romero is out, along with the Library Aide III and other public service staff as needed.

5.2 Literacy Lab Demonstration

Dodson, Literacy Coordinator, introduced herself and shared some of her background. The Board and Dodson reviewed a hand-out which offered general literacy information and guidelines for the literacy program.

Dodson stated that it is important to have a relationship with the tutors; therefore she contacts them weekly to keep in touch and also to obtain statistics. The tutors are invited to the volunteer recognition luncheon. Dodson pointed out several ways to find learners, such as attending literacy night at Cullen and La Fetra. She noted that the number of learners always fluctuates. Currently there are 19 active teams; two just dissolved with the learner planning on attending college. Weed-Brown asked if Dodson kept in contact with Citrus College. Pankow stated that a Citrus College representative visited the Library and they are aware of what literacy services the Glendora Public Library has to offer. Dodson and the Board reviewed the hand-out explaining the software *Rosetta Stone*.

Dodson lead the Board members to the Literacy Lab for a demonstration of *Rosetta Stone*.

After the demonstration, Slakey reiterated what a wonderful addition Dodson is to the Literacy Office. In response to a question from Hodson, Weed-Brown stated that the Literacy position is part-time. Dodson works 25 hours per week and struggles to get everything done. Hodson recalled that this position was originally full-time. Weed-Brown pointed out that there is extra support from Chris Cravens. There is also the possibility of redirecting a Library Aide IV to help out. Hodson stated that outreach is the key in this program.

6. UNFINISHED BUSINESS

6.1 Strategic Planning Update

The Board reviewed the focus groups answers. After evaluating the gathered information, Theel established five topics based on all the common themes. These themes were taken to the community meetings and rated by the attendees. Theel reminded the Board that the ratings from the community meetings came from a small group of people.

The Board reviewed a hand-out regarding a report from OCLC about perceptions of Libraries and Information Resources.

Theel highlighted several things that were mentioned in all focus groups, such as the friendly Library staff, marketing issues, getting a bookmobile and extending Thursday's library hours. Theel believed that still more feed-back from the community is needed.

Weed-Brown stated that Thursday hours could be changed, but she suggested looking at the virtual environment first before changing the physical environment. Weed-Brown and the Board discussed adding the goggle link or others to the Library's web page so people can start their searches from there.

Hodson felt that the Starbucks comments refer to social gathering space rather than coffee, since Starbucks provides intimate, comfortable space to gather. Weed-Brown stated that the Friends Foundation is starting "Brew, Books & Bargains at the Library" in response to the Starbucks comments.

Slakey commented that she is not comfortable with changing the Library's hours. This would be a major change and would affect lots of different areas of the Library. She felt a survey should be done. Freeman concurred.

Discussion ensued on how to create a community hub, expanding the library and the service roles selected by staff and focus groups. Weed-Brown stated that service roles and degree to which they are implemented depend on demographics and the size of the community. She felt that lifelong learning, which encompasses the staff-selected service roles to a certain extend, would be appropriate. Weed-Brown stated that Glendora Public Library provides many different things, such as literacy, a gathering

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place, a home work center and caring staff. Hodson felt that the expectations in Glendora may be out of line with the available resources.

Weed-Brown stated that she will pull together a strategic draft plan and bring it back for review at the January Board meeting. Weed-Brown will also take the draft to the mid-managers and general staff for input. Weed-Brown pointed out that the vision statement will need to be examined to see if the plan supports it. Theel said the Board will closely review the vision statement in January.

6.2 Salary Equity

Freeman stated that Weed-Brown has the most insight and should therefore be the one to decide how to use the Library's report.

Weed-Brown expressed the need to re-work the narrative of the Library Associates report. She pointed out that the City's Classification and Compensation study will address internal equity issues. Weed-Brown felt this can be attributed to the Library Board Trustees discussing library salary equity with City Council. She believed it would be better to hold off on presenting a separate report to City Council unless the study does not produce library parity. Following discussion on this topic, the Board decided to follow Weed-Brown's recommendation.

7. NEW BUSINESS

7.1 Mid-year review of goals 2005/2006

Weed-Brown and the Board reviewed the goals.

7.2 Library Events Calendar

The Board reviewed the events calendar. Theel pointed out the *Gingerbread houses* event on December 15, 2005. Weed-Brown commented that Santa visits are usually very successful. Slakey informed the Board that a poet program is scheduled for February 14, 2006. Weed-Brown stated that all Board members will receive invitations for the Athena reception. The next Board meeting is scheduled for January 17, 2006.

8. BOARD MEMBER ITEMS

8.1 Agenda Planning Calendar

The Board reviewed the agenda planning calendar. Theel stated that the review of the vision statement and review of the strategic planning draft will be added to next month's agenda. Weed-Brown noted that she is not sure how much budget information there will be for next month.

8.2 Board Member Items

Freeman wished everyone a Merry Christmas.

Fields wished everyone a Merry Christmas and a Happy New Year.

Slakey said she enjoyed the Christmas Parade. A spectator asked her why the Library is not involved in the parade.

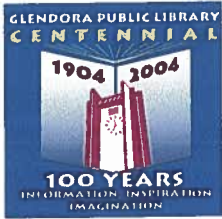
There being no further business, meeting adjourned at 9:17 p.m.

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



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Glendora, CA 91741

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MEMO

To: Board of Library Trustees
From: Library Director *rus*
CC: City Manager
Date: January 17, 2006
Re: Director's Report

Happy 2006!

Community

Our holiday programs for the children were a great success. Cindy Romero had record attendance at both gingerbread house sessions with over 100 in attendance at each session!

The Friends Foundation had their donor wall moved to the wall directly across from the Bookstore. The plaques are mounted on the wall and supported by a lovely wooden cabinet. This now leaves the lobby for other displays which should make our public happy.

The Foundation also kicked off its new "Brew, Books and Bargains" in the library on Saturday Jan. 7. Coffee, bookstore bargains and friendly conversation by our unofficial Library Ambassador, Marcia Conway, made this first event a great experience. They will be running this event on the first Saturday of each month.

The first *Books Alive!* for 2006 kicked off on Monday Jan. 9th with Marilynne Robinson's Gilead. Lead by Carolyn Thomas, this is a dedicated group of adults that do enjoy their discussions!

Librarian for a Day essay contest began on Jan. 9th as well and runs through Feb. 6th. This year's essay topic for our 3rd - 8th graders is "How Can Library Card Change Your World?"

Kiwaniannes donated \$500.00 to the library to purchase children's books on January 11. Cindy Romero was on hand to thank them and for the photo op. It is wonderful to have such support from our community!

Staff

Gail Jebbia is our Star Service 2005 winner! Gail received 21 recognitions for her exemplary customer service skills over the course of the year. Gail's achievement was one of several happy events at our annual Library Staff Holiday party. Congratulations Gail!

We have several recruitments in progress as I write this: Library Aides I, II (part time) as well as 2 full time Library Technicians. I imagine more vacancies may sprout up as these positions get filled with the potential for upward movement by staff creating new vacancies.

Anne Pankow and Mary Pat Dodson completed the application for the next round of CDBG grants. This year we were the first city department to submit a grant request! Good Luck to Anne and Mary Pat!

At the January All Staff meeting we discussed the focus and community group feedback. Staff had many great ideas to share on library roles, services and next steps. There was also a special announcement at our All Staff meeting: Steve Fuentes announced his engagement to Aimee Beauchemin! Another library romance taking the next step-and a big step it is! Congratulations to Steve and Aimee!

The Children's division is preparing for Cindy's impending maternity leave. Deb Takahashi, Library Aide III, and Gail Jebbia, newly promoted to part time Librarian I, will be working to cover Cindy's time away. Cindy will most likely be out during the summer reading program, so these two, along with other staff as needed, will be very busy!

January and February will see staff concentrating on emergency preparedness. All full time staff are required to attend 3 city-sponsored emergency training sessions on Fridays. All library staff, full and part time, will also be scheduled to attend CPR/AED training, or refresher training during this time.

The classification and compensation study has begun. In late December all full time staff were asked to review and comment on their job descriptions. The Library Director met with one of the consultants on Jan. 11 to give an overview of the library.

Director

'Tis the season to do budgets, fa la la la la la la la! This year we will have the added twist of working with the new finance software program. So far, no specific parameters have been given out on budgeting. At this time, the library will present a budget with only minimal changes.

On Friday Jan. 6th I joined Marc Futterman, CivicTechnologies, Inc., at the Chamber of Commerce new members breakfast to demonstrate the *BusinessDecisions* database. This program has local market research information that could be very valuable to the small and medium size businessperson. This meeting allowed Marc and I to gather direct input from the business community on the use of this product. Response was favorable and at this point I do see us trying this for the initial subscription period with the discounted pricing. After that period comes to an end, we should be able to judge its continuing usefulness to the community before renewing the subscription.

The library received a check for \$624.00 in restitution for the 2004 bankruptcy of our periodicals vendor, Faxon. You may recall that they accepted our payment for \$13,000.00+ and then went belly-up without placing the renewals and orders. Not much restitution, but something is better than nothing! Because the City Manager had given us extra funds to renew the subscriptions back then, the check went into the general fund.

Carlos Baffigo and I met with Dave Davies and John Menke of Public Works in December to discuss maintenance issues at the library at the midway point in this first year transfer. It was a very good meeting and overall we know they are working to meet our needs.

Carlos is looking at space needs in the library. While we are still working on this, it may turn out that the library board meetings will be held in Bidwell at some point forward. This would allow for the current board room to be utilized for staff workstations. I will keep you appraised as this moves forward, however if you have some concerns please share them with me as soon as possible.

Barbara Custen, MCLS Executive Director, announced her resignation at the December 1st meeting. She had accepted the position of Library Director for the Riverside City Library system (not county, which is run by LSSI) starting in mid-December. Barbara's efforts on behalf of MCLS have made it a premier system in California and replacing her will be a big undertaking. Laurel Patrick, retired director from Glendale PL, has graciously accepted the interim position while recruitment is undertaken.

Don't forget the Athena Reception on January 20th at 6:30 pm here in the library.

The February Library Board meeting will be on Tuesday Feb. 21 due to the President's Day holiday.

Division Monthly Reports

Glendora Public Library
(626) 852-4891

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

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To: Robin Weed-Brown – Library Director

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

Date: December 2005

Adult Services/Reference

Carolyn Thomas

We were delighted to receive a grant for \$4250 from Glendora Church Homes to purchase audio books on compact disc for the library. There are currently 3,610 audio books in our collection: 3,000 are on audio cassette with 610 on compact disc. These monies will help us purchase popular titles in the CD format which many patrons are requesting.

Gail Jebbia, currently a Library Aide II in the circulation division, will begin working as a PT Librarian I – on call in early February. She will be filling in for Cindy during her FMLA. Gail helped provide outreach storytimes to the community preschool last spring and is very organized in her work with periodicals. Gail is currently attending the MLIS program at San Jose State University in Fullerton. We are happy to have her with us.

Deb Takahashi, our new children's Library Aide III, hit the ground running in December. She helped with two successful "Build your own Gingerbread House" programs and has already taken over Wednesday night storytime. Stop by the Children's Room and see her January "penguins" bulletin board.

"Librarian For A Day" essay contest begins January 9 and ends February 6. This year's theme is "How can a library card change your world?" We are counting on all board members to help judge the contest winners. Board members, city council persons, and library staff will be on hand to honor contest winners at noon on Wednesday March 8, in Bidwell Forum.

Reference staff received training from Gaetano and Sandy on our new Gale databases. We are working on pathfinders and ways to advertise our new remote access databases. Usage statistics have increased since October on these databases especially with remote access usage.

Circulation and Facilities

Carlos Baffigo

Circulation:

Longtime library patron Lisa Moskowitz started as a PT Library Page. Welcome Lisa!

Glendora City Council approved the Library Technician re-structure plan on December 13th. Recruitment will commence in early January.

Recruitment for the Library Aide II (periodicals) finished on December 23rd. Applicant interviews will take place in January.

Ex-staff member Jennifer Dunlop returned to active duty as a PT Library Aide I (on-call). Her help was greatly appreciated on the Circulation desk covering for vacationing staff during the Christmas break.

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Facility:

Robin Weed-Brown, Library Director and Carlos Baffigo, Customer Service and Facilities Manager met on December 13th with Dave Davies, Deputy Public Works Director and John Menke, Street and Equipment Maintenance Superintendent to discuss facilities issues and capital projects for 2006.

The flooding of the library was prevented during the heavy rain over the holiday break with the use of the auxiliary water pump. The acquisition of the auxiliary water pump was a preventative measure identified after the library flooded in October 2004.

The main HVAC replacement project is on schedule with a tentative installation in early February.

The leak at the Northwest wall is to be addressed by Public Works in January '06 with the assistance of Community Services' Parks Department.

Children's Services/Young Adult

Cindy Romero & Gaetano Abbondanza

Children's

We had 2 large programs in December for the children of Glendora. Stories with Santa took place on December 6th & 7th with a total of about 250 people attending both sessions. It was great to see Sylvia Slakey there with Max. The following week, we decorated gingerbread houses for the second year on December 15th & 17th. About 270 people attended both sessions. Both programs appeared to be a smashing success with all present having a wonderful time.

The Librarian for a Day essay contest will begin on January 9 and continue through February 6. The contest is open to children in grades 3-8 who live or attend school in Glendora. I will be asking you to judge the essays in February.

Deb Takahashi began working in the Children's Room during December just in time to help out with Gingerbread houses. She jumped right in and did a wonderful job. She will be a great asset to the Children's Room. Her first monthly bulletin board is wonderful featuring some penguins who are "Sliding into Reading." Please stop by to see it.

Young Adult

Saturday, March 11th, the library will host an SAT workshop in the Bidwell Forum. The program will run from 10 AM to 3 PM. Sign ups will begin next month. More details forthcoming.

For the month of December, the library had 5 young adult volunteers who provided a total of 30 hours of service. Volunteers aided the library in public Internet sign-ups, as well as changing the young adult bulletin board.

Development & Education Services

Anne Pankow

Anne Pankow attended her 3 day session of MAP (Management Action Plan) from December 7 – 9 in Newport Beach. It was an interesting experience. Thank you to everyone on the Library Board who provided input for me.

The Friends Bookstore had a book sale on December 7. Patrons always enjoy browsing sale items and finding treasures. The Friends Foundation hosted a Holiday Open house that afternoon with lovely seasonal music by Ginny Farrand and Sherry Glab. Starbucks donated one pot of coffee for the event and the Friends Foundation purchased a second pot of coffee.

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The Development Office staff was busy during December. Staff sent 172 holiday cards to donors and volunteers. Over 300 invitations were mailed for the Athena Reception, the Friends Foundation annual donor recognition on January 20, 2006. Since this office only had 2 part time employees last year, who did everything that one coordinator and 3 part time staff would normally do, the Friends Foundation did not have a donor recognition last year. We are hoping for a good attendance since it has been 2 years since the last donor recognition. I hope all of the Library Board members have received their invitation and are planning on attending.

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 18 books to teen parents.

Support Services

Ted Taylor

December was a month to enjoy the holidays, catch up on the current work load, and to begin to prepare for the second half of the fiscal year. The new year is upon us, and with many titles ordered, they will soon be received, and the work goes on.

	2005			2004		
	Items	Items	Items	Items	Items	Items
	Added	Withdrawn	Mended	Added	Withdrawn	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	770	674	450	1,037	310	347
TOTALS	10,264	7,410	5,000	8,395	3,570	4,741
Monthly						
Average	855	618	417	700	298	395

Another 'view' of our goal – to work smarter, accomplish more – is a weekly tally of the following:

TASK	Dec 5-10	Dec 12-17	Dec 19-25	Dec 27-31	TOTALS
Ordered	18	210	317	0	545
Received	314	113	74	151	652
Added	268	188	153	57	666
Withdrawn	373	21	150	146	690
Mended	49	133	110	93	385

These statistics help the Support Services staff 'see' if we are keeping up with the number of items being received. For each item we receive, we need to add an item (in order to keep up) and we are withdrawing as many items to make room on the shelves downstairs. The number ordered keeps us alert as to what to expect in the near future, while the items mended is the Selector's decision.

Glendora Public Library Summary Data for December 2005

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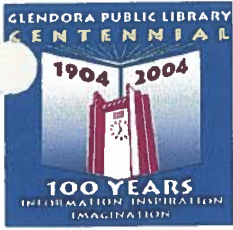
	Last YR Dec	This YR Dec	Percent Change	Last YTD	This YTD	Percent Change
<u>SERVICE CONTACTS</u>						
1.7 Hours Open	204	219	7%	1,306	1,392	7%
A. Library Visitors	18,743	18,246	-3%	133,241	134,572	1%
A.2 Visitors per Hour	91	80	-12%	—	—	—
C. Community Contacts*	2035	2365	16%	28,518	30,068	5%
TOTAL SERVICE CONTACTS (A+C)	20,778	20,611	-1%	161,759	164,640	2%
<u>KEY SERVICE INDICATORS</u>						
1. Total Registered Borrowers	—	—	—	47,365	51,794	9%
1.2 Library Cards Issued	244	198	-19%	1,976	1,828	-7%
2. Items Loaned	24,375	22,959	-6%	178,544	176,158	-1%
2.1 Items Loaned per Hour	120	105	-12%	—	—	—
3. Requests for Information	3,750	3,223	-14%	20,824	25,109	21%
C.5 Presentations, Community & Special Events	2	3	50%	27	15	-44%
C.6 Presentations, Community & Special Events - Attendance	194	45	-77%	670	897	34%
E. Total Computer Usage	26,849	27,279	2%	138,440	147,309	6%
4.9 Children Attending Programs	666	868	30%	4,268	6,024	41%
E.5 Library Home Page Views	1,719	2,603	51%	11,154	14,665	31% ***
<u>SPECIFIC SERVICE INDICATORS</u>						
<i>(included in above totals)</i>						
A.4, A.6 Total Forum Attendance	630	1060	68%	3,845	5,430	41%
3.3 Fax, Mail & E-mail Requests for Information	8	15	88%	28	223	696%
3.2 Telephone Requests for Information	205	174	-15%	1,204	1,219	1%
3.1.3 Percent of In-Person Questions - Complex Questions	141	162	15%	759	1,204	59%
4.1 Children's Requests for Information	773	626	-19%	4,986	6,789	36%
D.1 Literacy Students Served (Currently Active)	7	19	171%	—	—	—
D.2 Literacy Hours Tutored	21	53	152%	158	288	82%
E.2 Internet Users	3,274	3,156	-4%	17,673	19,929	13%
E.3 Electronic Resources Users	1,295	5,473	323%	6,231	24,847	299%
E.4 Web Links Collection Views	22,232	18,455	-17%	114,235	101,856	-11%
F.2 Volunteer Hours	353	385	9%	2,464	3,199	30%
G.1, G.2 Fines/Fees & Vending Fees Collected	\$5,159	\$3,802	-26%	\$29,652	\$23,844	-20%
H.1 Items Owned (snapshot)	—	—	—	140,483	145,120	3%
I.6 Percent of Collection Overdue (snapshot)	4%	5%	0%	—	—	—
2.3 Percent of Collection Checked Out (snapshot)	17%	16%	-2%	—	—	—

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)
Library closed November 11 for Veteran's Day and 24 & 25, 2005 for Thanksgiving
Library closed December 24, 26, 31 due to Holidays

* 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
(626) 852-4891

140 S. Glendora Ave.
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Glendora, CA 91741

MEMO

To: Board of Library Trustees
From: Robin Weed-Brown, Library Director
Date: January 17, 2006
Re: Agenda Item 6.1-Strategic Planning

At the January All Staff meeting on the 5th, we discussed the focus and community group feedback. There was a great discussion with many interesting ideas put forth. Time was short so I did ask staff to either send me or one of the managers any additional ideas, issues or concerns. I also asked them to consider whether the library needed a new vision statement or felt that the City's vision, along with our service roles and mission statement covered all the bases. I encouraged them to review the Code of Values for the library for possible modification. I did not want to move ahead on a draft until they had a chance to respond to the discussion.

Attached are the documents that were handed out for your review and discussion. It leads off with the 'flow' for the vision, roles, mission statement and how those tie together. The City's statements are listed along with the companion library statements which we need to review for compatibility as well as for modification or updating depending on the strategic plan outcome. I have also included more detail on the three service roles under consideration. The line between Lifelong Learning and General Information can be easily obscured so I thought it would help you all to see it in writing! I know it helped me.

My recommendation is for the Board to review the attached documents and discuss at the January meeting. Once I have your feedback and the staffs' I can pull the draft plan together for review at the February meeting.

Vision: The library strives to achieve these results that meet community needs/community vision

By providing these services (library service responses/roles)

Summarized in words meaningful to the community-library mission statement

Comparisons:

(City) Our Vision

Glendora...a healthy, balanced, progressive city representing family values and the businesses that support them; a great place to live, work and play.

(Library)The Vision-to be revised or dropped

In a friendly, beckoning, stimulating environment, patrons of the Glendora Public Library of the 21st century are able to seek and find help in reaching sources of information, inspiration, and enjoyment.

In responding to the needs of all generations of our community, the Library will provide a wide array of services to promote literacy and lifelong learning, utilizing cultural resources and the latest technology to improve and enrich our lives

A focal point for community involvement, the Library will not only provide a place for the interchange of ideas but will reach out to all segments, delivering services and resources beyond the confines of a building. The Glendora Public Library will be a partner with Glendora's hospitals, schools, businesses and service organizations to serve as an indispensable resource center for our entire community.

Possible Service Roles (in depth info on these roles attached-should probably consider no more the 2 roles?):

Life-long Learning: addresses the desire for self-directed personal growth and development

Current topics and titles: helps fulfill community residents' appetite for information about popular culture and social trends and their desire for satisfying recreational experiences

General Information: helps meet the need for information and answers to questions on a broad array of topics related to work, school and personal life

(City) Our Mission

To achieve our purpose, *(The purpose of the City of Glendora, the Pride of the Foothills, is to ensure and improve the quality of life for all Glendorans by balancing residential, business and environmental interest in a fiscally responsible manner)* the City's mission is to provide the citizens and business community a full range of effective municipal services while maintaining our historical sense of community values.

(Library) Mission Statement

The Glendora Public Library enriches the community by connecting people to the world of ideas, information and imagination to support their work, education, personal growth and enjoyment. The library stimulates civic involvement and is a symbol of the community's well-being.

(City)Our Values

We value: Our legacy past, present and future. Fair, efficient and fiscally responsible government in serving our citizens. Our uniqueness, beauty and safety of our small-town environment. Ethics, dignity, honesty and integrity. The balance of community, business and environmental interests. The opportunity for our residents to participate in City government. Private rights, individual rights, community rights and the stewardship of exercising those rights responsibly in a changing society. Community outreach, volunteerism and the contributions of our business community. Educational, spiritual and humanitarian institutions. The preservation of the natural beauty of our foothills.

(Library)Code of Values

- We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased and courteous responses to all requests.
 - We are sensitive to the diversity of the community by seeking responsiveness in staffing, resources and services.
 - We fulfill our commitment to the future by providing stimulating resources and services that encourage young people to become lifelong learners.
 - The library must be easy to use.
 - We support the community's commitment to volunteerism by employing volunteers as an essential resource for the library. We believe the development and training of these volunteers is an important contribution to the community.
 - We uphold the principles of intellectual freedom and resist all efforts to censor library resources. We are explicitly committed to the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.
 - We protect each library user's right to privacy and confidentiality with respect of information sought or received and resources consulted, borrowed, acquired, or transmitted.
 - We recognize and respect intellectual property rights.
 - We treat co-workers and other colleagues with respect, fairness, and good faith. We advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
 - We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
 - We distinguish between our personal convictions and professional duties. We do not allow our personal beliefs to interfere with fair representation of the aims of our institution or with the provision of access to their information resources.
 - We strive for excellence in the organization by maintaining and enhancing our own knowledge and skills, by encouraging the development of co-workers, and by fostering the aspirations of potential members of the library service community.
 - We strive to be the most effective and economical service provider possible by building strong partnerships in the community, especially among City Departments, local schools and the business community.
-

Current Topics and Titles

Example of Needs Addressed by This Service Response

A library that provides CURRENT TOPICS AND TITLES helps to fulfill community residents' appetite for information about popular cultural and social trends and their desire for satisfying recreational experiences.

What the Library Does and Provides

The library will provide a current collection with sufficient copies of titles in high demand to ensure customer requests are met quickly. Materials will be offered in the formats and in the languages people want and will be selected primarily on the basis of local demand. The library's collections will be organized in ways that make items easy to find and will be merchandised to the public through the use of displays and display shelving. Staff knowledgeable of the content of best-selling titles and the style of popular authors and performers will offer expert guidance to the public. The library will monitor pre-publication review sources and publisher advertising campaigns in order to anticipate public demand. The library may track personal appearances, media appearances, publicity tours of authors, and the schedules and media reviews of artists' performances for the same reason. The library may offer programs such as booktalks, book signings, performances, and exhibits that promote current and forthcoming releases.

Some Possible Components of Current Topics and Titles Service

- Booktalks
- Author book signings
- Readers' advisory services
- Preview stations for videos and recordings
- Display shelving
- Drive-through check-out or return.

Target Audiences and Service Aspects

Target Audiences

CURRENT TOPICS AND TITLES can be targeted to the general adult public as well as to other age groups such as young adults or children.

Service Aspects

A library could choose to narrow the scope of this service by offering a current popular collection of materials in a particular format such as video.

Resource Allocation Issues to Consider

Staff

Staff providing CURRENT TOPICS AND TITLES service need to be knowledgeable about popular culture and literature. Staff will need to spend a significant amount of time keeping current with what's *in* and what's *out*. Staff members should have broad personal interests and should frequently read, view, and listen to the types of materials the public is demanding. Skill in marketing and merchandising, including public relations, is an asset.

Collection and Information Resources

Popular demand is the primary criteria for the collection that supports CURRENT TOPICS AND TITLES service, and consequently the collection should reflect library user preferences. Non-fiction and fiction titles, paperbacks and hardbound books, popular magazines, and non-print materials such as video and audio formats should be provided. Libraries may offer CD-ROMs, multi-media kits, puppets, and computer games. Quantities of popular titles in all formats should be sufficient to make the library a dependable source of high-demand items.

Facilities

Display shelving, display end panels, and other furnishings that allow for the effective merchandising of materials should be provided. Broad aisles that encourage browsing should be a standard design feature. A pleasant atmosphere should be created by providing comfortable chairs and excellent lighting. Innovative approaches to creating unique environments, such as coffee bars, should be considered.

Technology

Computers can assist staff in providing a high level of readers' advisory service. For example, library users can be supplied with information about authors, musical performers, or movie producers who share a similar style. Offering this type of special service through a library web page or pages should be considered. Libraries may offer listening and viewing facilities for browsing and previewing purposes. The online public access catalog should be available by dialing in from home and should offer services such as patron-initiated holds. The library might provide access to commercial online services which provide fiction readers' advisory assistance.

Possible Measures to Consider When Developing Objectives

People Served

Total number of users served (this measures the total number of users who used a service during a given time period):

- Number of people who attended programs related to current topics and titles
- Number of people who attended exhibits related to current topics and titles.

Number of unique individuals who used the service (this measures the total number of unique individuals who used the service during a given time period, regardless of how many times they used the service):

- Number of unique individuals who participated in the library-sponsored new foreign films discussion group
- Number of unique people who participated in at least one of the library-sponsored new books discussion groups.

How Well the Service Met the Needs of People Served

- Percent of people who used the current fiction collection who indicated on a survey that the materials were useful to them

- Percent of people who used the video collection who indicated on a survey that the collection met their needs
- Percent of people who used the media collection who indicated on a survey that they almost always were able to find something of interest
- Percent of people who indicated on a survey that they used the library to obtain recreational materials.

Total Units of Service Delivered

- Circulation of new books
- Circulation of books on tape
- Number of times the readers' advisory database was accessed
- Number of unique current titles and topics book lists produced
- Number of current topics and titles displays created.

Current Topics and Titles Stories

Westlake Porter Public Library

(Westlake, Ohio. Service Population: 30,000)

The Westlake Porter Public Library subscribes to the notion that it takes more than just a good collection of recent materials to offer high-quality Current Topics and Titles service. The Library places great emphasis on customer satisfaction in everything it does, and customer satisfaction in this service area requires excellence in readers' advisory service. Each monthly readers' advisory meeting includes a presentation and discussion of a different genre or reading topic. Public service staff members make the presentations on which the discussion is based.

The Library also offers *Novelist* on its Internet stations. Additionally, the library staff have been active in building its own database into a powerful readers' advisory tool that is used independently by the public and by the staff in assisting library customers. The Westlake Porter Public Library distributes 1,000 copies of a publication called *Book Page* each month. The Library's name, logo, and information about its services are imprinted on the front and back covers of this commercial tabloid, which covers new and forthcoming titles.

Another example of the Library's attention to customer satisfaction is its policy of buying one additional copy of a title for every two reserves that are placed on an item. Additional copies are purchased through local retail outlets if it appears that normal supply channels will delay getting the materials on the shelf. Weeding in the popular materials collection takes place at least five times each year. Surplus copies of popular titles are sold by the Friends of the Library for \$3 each while they are still relatively new, but supply exceeds demand.

Lifelong Learning

Example of Needs Addressed by This Service Response

A library that provides LIFELONG LEARNING service helps address the desire for self-directed personal growth and development opportunities.

What the Library Does and Provides

The library will provide and maintain an extensive collection of circulating materials on a wide variety of topics in which the general public has a sustained interest. Collections will be easily accessible and organized to encourage public browsing by subject area. Staff knowledgeable in subjects and topics of interest to the general public will provide expert assistance in locating materials of all types and in all formats. The library will develop pathfinders or other finding tools to assist library users in learning about specific subjects or topics for which there are frequent requests.

The library may build substantial retrospective collections on some topics and may provide collections in considerable depth in subject areas of local interest. The library may enhance typical subject and keyword access in the online public access catalog through the addition of supplemental user-friendly terms. The library may identify important World Wide Web sites on topics of high interest to the public and may organize them for public access on a web page.

Some Possible Components of Lifelong Learning Service

- Electronic and printed pathfinders
- How-to programs on topics of general public interest
- Special topical displays of materials and resources
- Artist-in-residence programs

- Demonstrations and exhibits
- History and biography resources.

Target Audiences and Service Aspects

Target Audiences

While LIFELONG LEARNING is, by definition, a service that applies to people of all ages, special efforts can be made to encourage specific groups to use library resources to support their informal learning. Examples include programs that introduce very young children to the joy of reading and efforts to provide high-interest, low-vocabulary materials for intermediate-aged children who are hesitant readers.

Service Aspects

A library could concentrate on building exceptional strength in a few specific subject areas. Some examples are travel, antiques, American history, fine arts, biographies, or sports.

Resource Allocation Issues to Consider

Staff

Staff providing LIFELONG LEARNING service should have a broad-based education that prepares them to assist independent learners as they explore a wide range of topics. Formal education in how people learn is highly desirable. Staff providing the service should have good organizational skills that would allow them to develop pathfinders or other guides to using library resources on topics of interest to large numbers of people.

Collection and Information Resources

While the entire collection can be seen as supporting LIFELONG LEARNING service, the non-fiction collection is typically the most critical. Libraries providing the service need in-depth resources in areas of special interest to the public. Electronic resources such as those found on the World Wide Web and other resources that engage multiple senses such as multi-media CD-ROMs can be particularly effective. Self-paced, individualized instruction programs are of special value. The library may be involved in developing web pages for public use.

Facilities

Libraries providing LIFELONG LEARNING service should provide individual and small group study spaces. The library may provide meeting spaces for clubs or organizations.

Technology

Online public access computers should be located in and near the collections and should provide enhanced access (additional search terms, keyword searching, etc.). Multi-media computers and other individual educational tools should be provided that can be used for self-paced individualized instruction.

Possible Measures to Consider When Developing Objectives

People Served

Total number of users served (this measures the total number of users who used a service during a given time period):

- Number of people who attended lifelong learning programs
- Number of people who attended lifelong learning exhibits.

Number of unique individuals who used the service (this measures the total number of unique individuals who used the service during a given time period, regardless of how many times they used the service):

- Number of unique children registered in a summer reading program
- Number of unique nursing home residents registered for the books-by-mail program.

How Well the Service Met the Needs of People Served

- Percent of people who used library materials who indicated on a survey that the materials were useful to them in meeting their personal lifelong learning goals
- Percent of people who used lifelong learning services who indicated on a survey that the information was provided in a timely manner
- Percent of people who attended lifelong programs who indicated on a survey that the programs were satisfactory or excellent.

Total Units of Service Delivered

- Number of deposit collections maintained in other community facilities
- Number of times the lifelong learning web page was accessed
- Number of unique lifelong learning book lists produced
- Number of lifelong learning displays created.

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General Information

Example of Needs Addressed by This Service Response

A library that offers GENERAL INFORMATION helps meet the need for information and answers to questions on a broad array of topics related to work, school, and personal life.

What the Library Does and Provides

The library will offer print, non-print, and electronic reference resources that cover a broad variety of topics. The library will provide staff skillful in determining users' needs and in locating relevant information that satisfies those needs. Internet access will be provided for staff and public use.

Alternative off-site means of accessing information resources such as dial-in service and computer kiosks in public places may be provided. The library will provide telephone information service and should consider accepting and answering questions via fax and e-mail. The library may locate, organize, and provide access to general information resources on a web page.

Some Possible Components of General Information Service

- Basic reference resources available through the library web page
- Twenty-four-hour electronic reference service (ability to e-mail questions)
- Dedicated telephone reference service (not located at reference desk)
- Ready reference answers faxed to home or office

- Desktop videoconferencing (for transmitting schematic drawings, graphics)
- Bibliographic instruction programs.

Target Audiences and Service Aspects

Target Audiences

GENERAL INFORMATION service is typically available to all ages; however, it is possible to target the service to meet the information needs of an age group such as seniors or primary school-aged children.

Service Aspects

Aspects of the service that might be stressed include telephone reference service or other off-site access to basic information resources.

Resource Allocation Issues to Consider

Staff

Staff providing GENERAL INFORMATION service should be informed about a broad range of topics and should possess a good knowledge of how to retrieve information. In libraries where multiple staff members provide the service, staff with varied formal education backgrounds are desirable. Staff need to become highly skilled in database searching and should be familiar with a variety of computer search engines to access resources on the Internet.

Collection and Information Resources

The entire collection, not just non-circulating books designated as reference, should be considered reference tools. Libraries providing this service should have Internet access available for both staff and the public. Other databases, indexes, and finding tools should be available in many locations throughout the library as well as in the designated reference section. The library catalog and other general information resources should be available twenty-four hours per day through either a dial-in service or through the World Wide Web.

Facilities

Facilities should be provided both for interaction between library staff and library users and for quiet study. Tables and study carrels should be available in numbers that meet demand during the heaviest use period. Individual

study rooms and small group study facilities may be provided. Workstations for both standing and seated computer use (short use and extended use) should be provided.

Technology

Computers throughout the library should be able to access a full range of information resources. Single-purpose terminals dedicated to an individual product should be minimized. Technologies such as local and wide area networks should be used to distribute information broadly.

Possible Measures to Consider When Developing Objectives

People Served

Total number of users served (this measures the total number of users who used a service during a given time period):

- Number of people who used telephone reference service
- Number of people who attended programs about general information services.

Number of unique individuals who used the service (this measures the total number of unique individuals who used the service during a given time period, regardless of how many times they used the service):

Number of unique individuals completing a library-sponsored bibliographic instruction class.

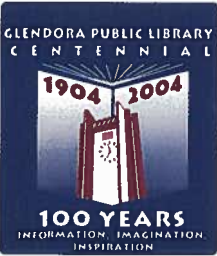
How Well the Service Met the Needs of People Served

- Percent of people who used general information reference materials who indicated on a survey that the materials met their needs
- Percent of people who used general information service who indicated on a survey that the information was provided in a timely manner
- Percent of people who attended general information programs who indicated on a survey that the program was satisfactory or excellent.

Total Units of Service Delivered

- Number of times the library web page was accessed
- Number of unique general information pathfinders or book lists produced

7.
New
Business



Mission

The Glendora Public Library enriches the community by connecting people to the world of ideas, information and imagination to support their work, education, personal growth and enjoyment. The library stimulates civic involvement and is a symbol of the community's well-being.

Vision

In a friendly, beckoning, stimulating environment, patrons of the Glendora Public Library of the 21st century will be able to seek and find help in reaching sources of information, inspiration and enjoyment.

In responding to the needs of all generations of our community, the library will provide a wide array of services to promote literacy and lifelong learning, utilizing cultural resources and the latest technology to improve and enrich our lives.

A focal point for community involvement, the library will not only provide a place for the interchange of ideas but will reach out to all segments, delivering services and resources beyond the confines of a building. The Glendora Public Library will be a partner with Glendora's hospitals, businesses and service organizations to serve as an indispensable resource center for our entire community.

Staff Vision

We All Make It Happen!

We see the GPL staff becoming a united team, promoting an energized, informed and receptive organization.



Glendora Public Library Events

January 2006

- 02 New Year's Day – Library closed
- 07 10 a.m. – 12 p.m. *Brew, Books & Bargains in the Library* – Library main floor
- 09 7 p.m. Books Alive! discussion group: *Gilead* by Marilynne Robinson - main floor
- 09 "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

February 2006

- 04 10 a.m. – 12 p.m. *Brew, Books & Bargains in the Library* - Library main floor
- 06 "Librarian for a day essay" contest ends 8:30 p.m.
- 08 3 p.m. *Chocolate Fantasy* - Library main floor
- 14 2 p.m. – 4 p.m. *Romantic Guitars* with Michael Ryan & Ken Souderlund-Library main floor
- 14 7 p.m. *Poetic Verse* – Library main floor
- 20 President's Day – Library closed
- 21 7 p.m. Library Board meeting-Library Board Room

March 2006

- 02 Community Read-In
- 02 10 a.m. – 9 p.m. Dr. Seuss Birthday Party celebration- Children's room
- 04 2 p.m. Meet Firoozeh Dumas, author of *"Funny in Farsi"* – Bidwell Forum
- 08 12 p.m. "Librarian for a Day" luncheon
- 11 10 a.m. – 3 p.m. SAT workshop – Bidwell Forum
- 17 6:30 p.m. Great Trivia Challenge 14 – Azusa Pacific University
- 20 7 p.m. Library Board meeting – Library Board Room
- 28 "Take a Hike" - Library Main Floor

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, 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

February 3, 2006 @ 7:00 a.m. Library - Main Floor

Foundation Quarterly Board Meeting

January 17, 2006 @ 7:00 a.m. Library – Bidwell Forum

8.
Board
Member
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; review of vision statement
(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