

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

Library Bidwell Forum

**April 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 March 20, 2006- 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 - NONE

7. NEW BUSINESS

7.1 Review of Media Procedures

Update on Library media procedures

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

March 20, 2006
7:00 p.m.

The Regular Meeting of the Glendora Library Board of Trustees was called to order at 7:02 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; Carlos Baffigo, Customer Service & Facilities Manager; Elke Cathel, Administrative Assistant;

2. PUBLIC COMMENT PERIOD

There was no public to comment.

3. ADOPTION OF AGENDA

There were no changes to the order of the agenda.

4. CONSENT CALENDAR

It was **MSC (Slakey/Fields)** to approve Minutes of meeting of February 21, 2006. Freeman pointed out that she spoke with Marcia Conway rather than staying with her, as listed in the Board minutes under 8.2 Board Member items.

5. REPORT OF LIBRARY DIRECTOR

In response to a question from Slakey, Baffigo stated that he is currently exploring the possibility of purchasing keychain-size library cards. He was unsure as to whether the Library's current vendor will be able to provide both regular size and keychain-size library cards. He inquired and is waiting to hear back.

Weed-Brown announced that the Accelerated Reader Summer Reading Program that Carol Gilkinson talked about at the last Board meeting has been cancelled. Weed-Brown stated that the Centennial Display has been disassembled and the panels will be arranged throughout the Library later on. Freeman requested more information on the Conversation Club. Weed-Brown was unsure as to who leads the Conversation Club; it is run out of the Literacy office. She said she will get the information and bring it back to the Board.

Weed-Brown pointed out that the Library has a Relay for Life team. She stated that a sign-up sheet is located on the bulletin board in the circulation office if any of the Board members are interested in participating.

Weed-Brown reported that Trivia Challenge 14 had a great turnout with more than 300 people attending. The food was excellent and the whole event was extremely well organized.

Slakey noted that the Library's grant request to the Starbucks California Giving Program was for \$30,000. She added that these grants are awarded to support children's programs. Each grant recipient will work with a Starbucks employee who serves as an ambassador for the organization. Slakey acknowledged the excellent job Ramkishun did putting the grant request together. Weed-Brown informed the Board that the Library received an extra \$1500 in CDBG funds.

6. UNFINISHED BUSINESS

6.1 Strategic Plan Report – action item

Weed-Brown stated that she is scheduled to meet with Cox, the City's Public Information Officer, later in the week to talk about advertising the strategic plan. She informed the Board that she submitted the strategic plan as the budget commentary. Following discussion, the Board members concluded that the plan needed to more clearly identify the Library's two key service areas. They recommended other minor changes, such as changing "guiding concepts" to "key service areas" and changing font styles.

Slakey requested more information on the Development Office taking over programming. Weed-Brown stated that the current reference staff has little interest in doing Adult and Young Adult programming; therefore the responsibility will be returned to the Development Office's responsibilities. She added that YA programming will focus on key programs, such as Summer Reading Club and SAT workshops. Weed-Brown stated that if Library staff has ideas for programming, they can submit them to the Development and Educational Services office.

Theel stated that focus group participants and other community members asked for copies of the strategic plan once completed. He suggested mailing the plan to the participants with a thank-you note. He asked if the entire strategic plan can be printed in the *Glendora on the Move* newsletter. Weed-Brown said that an article will be published about the plan, since there is not enough space to publish the entire document. The article will refer interested people to the Library if they want to have a copy mailed to them. The complete strategic plan will be posted on the Library's website.

It was MSC (Hodson/Slakey) to approve the Glendora Public Library and Cultural Center's Plan of Service 2006-2010 with the editorial corrections proposed by the Library Board of Trustees.

6.2 Library Remodel – action item

Theel stated that the Board needed to vote on the overall conceptual plan of the Library reorganization that was proposed last month.

It was MSC (Hodson/Slakey) to approve the overall Library remodel and reorganization.

6.3 City Council Discussion Points

Weed-Brown suggested first reviewing the strategic plan with the Council members, since all the proposed changes can be attributed to the strategic plan.

Weed-Brown stated that the Children's room expansion is feasible and the cost is reasonable. Baffigo met with Davies, Deputy Public Works Director. It was determined that it is more cost effective to build towards Glendora Avenue, keeping the existing block wall in place. Weed-Brown noted that the Friends Foundation is very supportive.

The Board discussed the proposed City policy issues for 2006/2007. Weed-Brown stated that all policy issues are a result of the strategic plan. She added that the Library's budget increase is very reasonable. The Library has always been proactive and responsive in budget matters.

Theel requested more information on the Polaris wireless inventory manager kit. Weed-Brown explained how this kit would help keep the Library's inventory up-to-date.

Weed-Brown said she may have news on the Classification & Compensation study by next week. She stressed the importance of reinforcing the Library's needs to the City Council. Weed-Brown said she had discussed organizational needs with the Classification & Compensation consultants.

After evaluating the information, Hodson voiced his opinion that the most important issue to discuss with City Council is the Classification & Compensation study. It became clear in the focus groups that the community expects knowledgeable library staff. Slakey agreed that the Classification & Compensation study is very important. Theel stated the children's room expansion is also important.

Slakey asked if there was any discussion at the Friends Foundation executive meeting. Weed-Brown stated that she did not attend the meeting. She was informed that following discussion on the Library's needs and what the Friends Foundation should be funding, the Friends Foundation Board agreed with Library staff's suggestions.

Weed-Brown stated that staff is exploring and using all options available to them to make it possible to respond to the community's needs. Weed-Brown said she will streamline the talking points list.

7. NEW BUSINESS

7.1 Review of Proposed Addendum to Administrative Policy 4.01 – Bidwell Forum

Weed-Brown stated that the Plaza addendum should be integrated within the regular facility use policy. In response to a question from Theel, Weed-Brown clarified that the Library had received three requests recently to use the Plaza.

The Board discussed several issues, such as limiting the maximum occupancy for events on the Plaza and charging fees to recover costs for additional supplies and electricity. In response to a question from Hodson, Weed-Brown explained that non-profit groups are not charged to use Bidwell.

Weed-Brown suggested two possible ways to deal with this issue. The Plaza addendum can be incorporated into the existing policy, any costs would be absorbed by the Library and no fees would be charged. The other possibility is for staff to work through the Bidwell policy item by item and apply it to the Plaza. This could take several months.

Baffigo said that people will use the Plaza if it is made available. Hodson voiced his concern about cancelling reservations to accommodate city/library needs after people have paid a fee. Slakey raised the question whether the Plaza should be made available to the public at all. Weed-Brown agreed that it would not have to be made available to the public for non-city/library events. She pointed out, however, that there are currently no policies in place regarding the Plaza, whether it be approving or denying the use of the Plaza. Slakey stated that there should be two separate policies. Hodson said that the policy should distinguish between community use groups, such as the Mom's Club, and events. He added that he did not want to lose Bidwell as community space. Hodson supported having the Plaza available for community events. He added that the Plaza belongs to the citizens of Glendora.

It was MSC (Hodson/Freeman) to allow staff to proceed with a draft policy.

Weed-Brown asked if the Board members preferred two separate policies. Hodson said yes. Theel suggested that staff submit to the Board what they feel is more appropriate.

7.2 Requests from Staff to Friends Foundation

The Board reviewed and discussed the requests. Some discussion ensued on obtaining bronze artwork locally. Weed-Brown pointed out that the artwork is just a representation of the kinds of things that are available.

It was MSC (Slakey/Freeman) to approve the requests from staff to the Friends Foundation and to forward them to the Friends Foundation.

7.3 Review of Proposed Web Links Collection Policy

The Board reviewed the hand-out of the revised web links collection profile. This profile will impact the Library's website; therefore Weed-Brown asked the Board to review it. She added that the City Manager recommended a separate profile for the Library. In researching this issue, she realized that many libraries do not have a written profile, in order not to be restricted for future expansion.

Some discussion ensued on changes to the profile, such as changing the first bullet point and replacing "guiding concepts" with "key service roles." Theel asked about controversial issues and Weed-Brown replied that both, opposing views need to be provided. She questioned whether there should be links to commercial websites.

It was MSC (Fields/Slakey) to approve the revised Web links collection, collection development profile with the recommended changes.

7.4 Report on CALTAC Workshop – "Making the case for libraries"

Theel enjoyed the workshop. It provided a fresh look at the value of libraries. The workshop stressed the importance of following through. Theel and Hodson agreed that the Burbank library is very nice and has a very nice children's room. Hodson added that Burbank has smaller, more diffused reading areas, which are very comfortable and their study carrels have shorter walls, which visually opens up the space. Theel stated Burbank was busy for a Saturday morning.

7.5 Library Events Calendar

The Board reviewed the events calendar. Theel pointed out National Library week April 3-8. He added that he will be out of town during the next Board meeting, so Freeman will be leading April's Board meeting.

8. BOARD MEMBER ITEMS

8.1 Agenda Planning Calendar

The Board reviewed the agenda planning calendar. Weed-Brown stated that the media procedures may be ready for the April meeting. The goals that are listed on the planning calendar for April were already completed as part of the strategic planning process. Administrative Policy 4.01 – Bidwell Forum, will be brought back in May for the Board to review.

8.2 Board Member Items

Hodson thanked Carolyn Thomas for providing him with give-aways for the Glendora Read-in. He met Thomas at Williams School carrying a basket with give-aways and she offered to provide him with some.

Slakey attended the Firoozeh Dumas event. It was a great program, very well attended and very well organized. She welcomed Richard Romero. She is sad to see Steve Fuentes leave. Judi Rudd spoke very well at the City Council meeting and at Trivia.

Fields reported that he attended the City Council quarterly recognition meeting. He said that everyone was very impressed with Deborah Takahashi and her enthusiasm. He asked about the sandbags. Weed-Brown said that they are precautionary. Everything went well during the last rainstorm.

Freeman stated that she enjoyed the Librarian for a Day luncheon. The children were excited. She was pleased to see a lot of parents attending.

Theel stated he enjoyed the Librarian for a Day luncheon. He sat at the table with Erin McCarthy. Erin's sister won last year.

9. CLOSED SESSION

9.1 Library Personnel restructuring

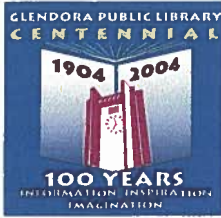
The Board went into closed session at 9:36 p.m. and emerged at 9:43 p.m. **It was reported that it was MSC (Hodson/Slakey) to support the restructuring plan as proposed by the Library Director.**

There being no further business, meeting adjourned at 9:43 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
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Glendora, CA 91741

MEMO

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

Community

Events have picked up at the library now that spring is here. March kicked off with Dr. Seuss' Birthday, Glendora Read-In, author visit by Firoozeh Dumas, SAT workshop for teens, Books Alive, our 14th Trivia Challenge and wound up with "Take a Hike, the best hiking trails in Glendora". April started with National Library Week, National Library Workers Day, a magic show and a create-your-own-comic-book program by "Cartoon Factory". Add in our annual tax season hysteria, mix well, and voila! Another busy library month!

Our 14th Great Trivia Challenge was very successful thanks to the hard work of our Foundation volunteers. Proceeds broke previous records and the MGM Team took the gold medal. Thank you to all of the Development office staff for their work on Trivia.

We acknowledged all of our library volunteers on April 4th at the Glendora Country Club. Despite the rain, it was a warm and inviting celebration of our library volunteers. Thank you Bonnie Deering for another fabulous event!

Library staffer Deb Takahashi was on hand to read Easter stories to youngsters at the Community Services' annual Easter Egg Hunt, April 15th at Finkbiner Park.

April 22 will be another important date to mark on your calendars. The Library is partnering with other city departments to celebrate Earth Day. Events will be held on the plaza and in Bidwell Forum. In support of the local Relay for Life event in Glendora, Anne Pankow has put together a library team, Relay Readers. The event takes place April 22-23 at Citrus College.

Staff

We had 2 new babies delivered to library staff in 3 weeks! Cindy Romero had her baby boy Richard on March 5th and Carlos Baffigo added baby boy Gabriel to his family on March 31st. Both Cindy and Carlos are out on family leave.

The new babies balanced out saying good-bye and good luck to Steve Fuentes, who decided to try his newly graduated wings out in the private sector as a Project Manager. Staff will miss Steve; our own version of the Donut Man meets Handyman! Ted Taylor was off for 10 days helping his wife recover from surgery.

Movement on the redesign of the library's website was made this month. The Web Team reviewed layout concepts and decided on one which seemed to embody what we were looking for. A layout with our specific library elements is due mid-month. Staff is busy working on updating content, picking out photos and recreating the library's logo. Staff training on web page maintenance is scheduled for May 5th in the forum. Four staff members will be trained by a former CompUSA instructor. To be able to offer this on-site is a wonderful benefit and timesaver!

Training on *BusinessDecisions*, the new local marketing database, is scheduled for April 18th. Once trained, staff will "take it on the road" for promotion to our local business community. Gaetano Abbondanza will be the lead librarian on the project.

While all this was going on, staff work areas continued to be moved around. The Development office has been very patient waiting its turn to move into the former Support Services area which has been happening in baby steps, thanks to the help of our volunteer husbands, Bob Deering and Tom Cravens. Once Development is out of the staff lounge, improvements will be made to the lounge area to make it a more welcoming environment. We will be 'fine-tuning' the move for awhile, relocating shelving, filing cabinets, supplies, etc. Carlos, Angie, Daniela and Steve have done a great job making this all happen!

Former staff member Evelyn Yee stopped by after returning from her trip to Ethiopia. Evelyn joined the APU library staff a few years back. She recently traveled to Ethiopia to help set up a library in an APU training facility.

Director

I have been working with Larry Cox to promote the strategic plan. An article will be coming out in the next *Glendora on the Move*. Larry will help with the formal layout and printing of the plan for distribution. It is already available on the library's website.

A county-wide earthquake disaster drill kept things lively on April 6th, marking the 100th anniversary of "the" San Francisco earthquake. Staff 'ducked and covered' and managers then proceeded to the EOC in the basement of PD. Practice receiving emergency calls from the field, area schools and hospitals, as well as reviewing city procedures made this a valuable experience. In an emergency, library staff will work organizing volunteers, backing up the PIO and helping wherever is needed by the city.

Staff celebrated *National Library Workers Day* on April 4th- the slogan, *Libraries Work Because We Do*, was presented to each staff member in the form of a button, along with a sweet treat and a note of thanks. Several staff members commented that library patrons said a special thank you to them because of the promotion.

I attended the Friends Foundation Executive Board meeting on April 7th. The funding requests were reviewed and discussed. They will be presented to the full FF board on April 18th.

I must comment that Luis, our maintenance worker from Public Works, is a gem and a joy to work with. He is always willing to fix, pick up, move, etc. whatever we come up with!

We have an ongoing problem with vandalism in the downstairs men's restroom. Paint has been damaged and mirrors taken off the wall and etched. It has become almost a daily event and staff is working to identify the culprits. PD has been notified and they come over and take reports; Elke takes photos and the staff is keeping a log. It happens sometime between 3-5pm, after school, and we do believe it is a group of teens doing the vandalism. Luis is frustrated painting, re-painting, and re-painting, (one message read: stop painting over me) and re-hanging the mirrors, that he has decided to wait and see if we can finger the culprits before wasting more paint and time-I can't blame him!

Skateboarders on the plaza have started becoming an issue again. We are working with Public Works to get more signage up on the plaza and PD to monitor. Again, this seems to be an after school event, and made worse when rain closes the local skate park!

We continue to have problems with the electric door off of the plaza. When it rains, it stops working. A leak has also been linked to the door's installation-a gap that lets the rain in and it trickles its way down to the circ office to drip there! Public Works is aware of the problem and working on it.

At the City Manager's request, I have asked the City Attorney to look over the revised Internet/Web/Electronic Collections profile. No response has been received yet.

I will be traveling to Avila Beach April 27-May 1 to visit my parents.

Next board meeting: May 15, 2006.



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

To: Robin Weed-Brown

From: Carolyn Thomas, Carlos Baffigo, Gail Jebbia, Gaetano Abbondanza, Anne Pankow, Ted Taylor

Date: March 2006 Report

Adult Services/Reference - Carolyn Thomas

March was a busy and exciting month for the public services department.

- March 2: Dr Seuss Birthday Party 278 participants
- March 2: Community Read-In 8 staff participants
- March 8: Librarian for a Day 27 attendees at lunch
- March 11: SAT workshop 82 participants
- March 13: Books Alive: *Things Fall Apart* 17 participants

In addition, the use of our electronic databases rose from 5,521 searches in February to 9,625 searches in March! The biggest increase in database searching came from remote access use, meaning that patrons are accessing our library services from outside the library. In February patrons remotely accessed the Gale databases for 977 searches; in March patrons remotely accessed the same databases for 3,842 searches. At the same time, ready reference questions for March increased by 525 patron requests; February = 1749; March = 2,274. Internet sign ups rose from 2,771 in February to 3,577 in March. This is good news as the numbers suggest that what we are offering to our patrons is relevant to their needs. We have been busy!

I was thrilled to attend the *Public Library Association Convention* in Boston from March 22-24. I was able to attend workshops on:

Developing Your Library's Technology Plan
Tips for Creating a Can't Miss Children's Website
Reader's Maps: Readers' Advisory
Every Child Ready to Read@Your Library
Downloadable Media in Libraries

I returned with ideas and recommendations for our own library including implementing MP3 downloads of books and eventually music and videos for our patrons.

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Sandy attended a workshop on *Business Resources* at UCLA. Gaetano, Sandy and I have been attending our local MCLS meetings.

Gail and Deb are doing a fine job keeping things running in the children's department. They continue to manage, storytimes, crafts, bulletin boards and of course, finalizing plans for the summer reading club.

Circulation – Carlos Baffigo

Circulation:

Daisy Fregoso was hired to fill the Library Aide III – Receiving vacancy. Welcome Daisy!

Recruitment for the Library Aide II vacancy has been delayed until late April.

Carlos will be on paternity leave from March 31st through April 15th.

Facility:

Air Ex Air Conditioning has completed the air conditioning replacement project. A date for staff to train on the new system is to be determined.

Community Services' Parks Department has announced they will re-landscape the grass area west of the library. A start date for the project is to be determined.

Children's Services/Youth - Gail Jebbia & Gaetano Abbondanza

March was a month for story times. We had 1,073 people come to the library for 19 regularly scheduled story times, with one session filmed for the local cable channel. In addition, on March 3 staff members went to local elementary schools to participate in a Community Read-In. Sandy, Gaetano, Cindy, Ted, Daniela, Mary Pat, Anne, and Carolyn shared their love of reading with 200 children that day.

Library tours were also popular this month. Three groups of Scouts, totaling 62 participants, received tours of the library.

In celebration of National Library Month we held two fun events. On April 1, Tony Daniels presented an entertaining magic show to an audience of 90 people. He delighted children and adults with humor, live animals and audience participation. On April 6, Jim Gilbert presented a cartoon drawing workshop. There were 52 people in attendance. Everyone had fun learning to draw a variety of cartoons and went home with a booklet filled with their creations.

The volunteer applications for Summer Reading Club 2006 went out on Monday, April 3 and are due back by May 12. We will be scheduling approximately 100 youth volunteers to help with the program this summer.

We began our latest rotation of young adult volunteers for our computer center. The current rotation is March through May. I am pleased to be able to offer more volunteer hours to aid library patrons on the

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computers. For the month of March, eight young adult volunteers provided 71 hours of service aiding the public with computer registration and program/internet questions. Any young adults interested in volunteering can pick up a volunteer application from the library in person. Computer Center volunteers usually work once a week, for two hours, on a three month rotation.

82 students attended the SAT workshop held Saturday, March 11th, 2006, 10 a.m.-3 p.m. in Bidwell Forum. Lunch was provided. Five SAT test preparation study guides were given away as door prizes. This workshop was sponsored by the Glendora Public Library Friend's Foundation.

In the past few weeks, there have been many high school students who have approached the reference desk asking for sources on literary criticism. In addition to our excellent print resources, the library offers an online database titled *Literature Resource Center*. This database contains information that has been collected from printed reference sources regarding literary analysis, author biographies, literary timelines, journal articles, and more. It is an excellent tool that can be accessed 24 hours a day by logging on to the library's homepage at <http://www.ci.glendora.ca.us>, then clicking on "electronic resources" then "Infotrac", then *Literature Resource Center*. A library card is required to access library databases.

Development & Education Services – Anne Pankow

March was a very busy month.

- On March 2 at the GUSD Read-In, the Friends Foundation donated one book to each elementary classroom in Glendora including both school districts for a total of 180 books.
- On March 4, the Friends Foundation presented an author, Firoozeh Dumas. This author visit was very successful, with 180 attending, including all City Council members, two Library Board of Trustees, several Glendora High School English teachers and students, and several book clubs.
- On March 11, an SAT workshop was held with Anne Pankow and Malla Ramkishun assisting Gaetano Abbondanza. Eighty two (82) lucky high school students learned valuable tips to getting a higher score on the SAT.
- On March 13, with a 2 week window of time, Malla Ramkishun submitted a grant to Starbucks Coffee Company. Starbucks has begun a California Giving Program to give funds to 501(3)c non-profit organizations who service children. A big thank you to Steve Slakey for helping Malla. He edited the grant, polished it up and added his expertise, which is much appreciated. Starbucks will be notifying all applications in late June. Keep your fingers crossed.
- On March 17, Trivia Challenge 14 was held at Azusa Pacific University. Judi Rudd, Ann Tatoian, Debbie Deal and Lynda Siminske are to be commended for chairing the most successful Trivia ever. The winning team was MGM – Mike Conway, Greg Babykin and Marcia Conway. Over \$19,000 was raised. Bills and donations are still trickling in.
- On March 28, Karen Fortus of the U. S. Forest Service presented "Take a Hike" on the main floor of the library. She talked about hiking areas in the Angeles National Forest and offered safety tips for new and experienced hikers. Thirty five patrons came out in the pouring rain to listen to her presentation.
- Born to Read, our Teen Parent program at Arrow High School was presented to 9 teen parents the first Thursday in March.

- Babies, Books and Bibs, presented to expectant parents at Foothill Presbyterian Hospital the first Thursday evening each month, presented 15 library information gift bags to families.

Support Services - Ted Taylor

Support Services is getting used to its new location on the 1st floor. The move occurred during the week of March 6 -11, 2006.

We welcome Daisy Fregoso as our new Library Aide III. Recruitment for the Library Aide II position has been delayed while Carlos Baffigo is on Family Medical Leave. The Library Aide II candidates will be interviewed in late April upon Carlos' return.

The statistics for the month of March 2006 appear below.

Statistics: Until the vacant positions have been filled, the work output will not be as high as in previous months.

	2006			2005		
	Items	Items	Items	Items	Items	Items
	Added	Withdrawn	Mended	Added	Withdrawn	Mended
Jan	776	784	143	669	377	260
Feb	740	474	354	670	379	447
Mar	919	204	175	971	912	376
Apr				858	761	398
May				1,130	510	377
Jun				1,234	161	352
Jul				510	385	631
Aug				563	454	395
Sep				857	562	513
Oct				1,012	877	506
Nov				1,020	1,358	295
Dec				770	674	450
TOTALS	1516	1258	497	10,264	7,410	5,000
Ave/Month	758	629	249	855	618	417

TASK	3/6-11	3/13-18	3/20-25	3/27-4/1	TOTALS
Ordered	49	304	111	106	570
Received	113	284	236	165	798
Added	116	177	259	172	724
Withdrawn	56	0	0	0	56
Mended	0	93	8	45	146

Glendora Public Library Summary Data for March 2006

	Last YR March	This YR March	Percent Change	Last YTD	This YTD	Percent Change
<u>SERVICE CONTACTS</u>						
I.7 Hours Open	252	248	-1%	1,990	2,062	4%
A. Library Visitors	28,060	24,228	-14%	205,615	198,882	-3%
A.2 Visitors per Hour	111	96	-13%	—	—	—
C. Community Contacts*	5903	4006	-32%	42,331	37,772	-11%
TOTAL SERVICE CONTACTS (A+C)	33,963	28,234	-17%	247,946	236,654	-5%
<u>KEY SERVICE INDICATORS</u>						
1. Total Registered Borrowers	—	—	—	48,521	52,745	9%
1.2 Library Cards Issued	344	287	-17%	3,072	2,709	-12%
2. Items Loaned	33,888	33,272	-2%	274,420	256,946	-6%
2.1 Items Loaned per Hour	135	134	0%	—	—	—
3. Requests for Information	4,001	4,791	20%	33,678	37,810	12%
C.5 Presentations, Community & Special Events	3	7	133%	36	32	-11%
C.6 Presentations, Community & Special Events - Attendance	356	692	94%	1,244	2,156	73%
E. Total Computer Usage	28,849	22,094	-23%	215,397	204,646	-5%
4.9 Children Attending Programs	886	1,005	13%	6,191	8,324	34%
E.5 Library Home Page Views	2,332	3,875	66%	17,823	24,881	40% ***
<u>SPECIFIC SERVICE INDICATORS</u> <i>(included in above totals)</i>						
A.4, A.6 Total Forum Attendance	981	762	-22%	5,866	7,982	36%
3.3 Fax, Mail & E-mail Requests for Information	27	68	152%	109	351	222%
3.2 Telephone Requests for Information	207	225	9%	1,810	1,887	4%
3.1.3 Percent of In-Person Questions - Complex Questions	196	278	42%	1,288	1,905	48%
4.1 Children's Requests for Information	1,038	1,073	3%	8,133	9,919	22%
D.1 Literacy Students Served (Currently Active)	18	18	0%	—	—	—
D.2 Literacy Hours Tutored	45	58	29%	280	423	51%
E.2 Internet Users	3,865	3,577	-7%	28,160	29,625	5%
E.3 Electronic Resources Users	3,616	9,625	166%	11,538	45,877	298%
E.4 Web Links Collection Views	21,137	8,773	-58%	174,925	127,950	-27%
F.2 Volunteer Hours	5,891	3,155	-46%	9,256	7,349	-21%
G.1, G.2 Fines/Fees & Vending Fees Collected	\$6,276	\$5,404	-14%	\$47,397	\$43,150	-9%
H.1 Items Owned (snapshot)	—	—	—	141,211	145,484	3%
I.6 Percent of Collection Overdue (snapshot)	4%	5%	0%	—	—	—
2.3 Percent of Collection Checked Out (snapshot)	24%	23%	-1%	—	—	—

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

Library closed January 2 and 16 due to Holidays

Library closed February 20, 2006 In observance of President's Day

* New statistical data being collected starting March 2000

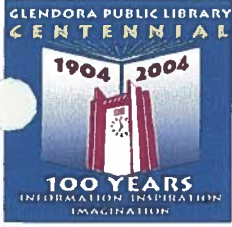
**YTD figures represent annual average visits per hour

***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

7.
New
Business



Glendora Public Library
(626) 852-4891

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

Glendora, CA 91741

MEMO

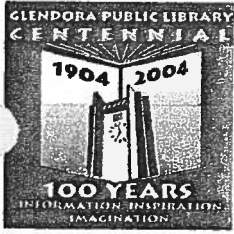
To: Board of Library Trustees

From: Robin Weed-Brown, Library Director *RWB*

Date: April 17, 2006

Re: Agenda item 7.1-Library Media Procedures

Attached for your review are the City's media policy and the library's related procedures.



Glendora Public Library
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Glendora, CA 91741

MEMO

To: All Library Staff

From: Robin Weed-Brown, Library Director *RWB*

CC: City Manager
Library Board of Trustees

Date: April 13, 2006

Re: Responding to requests from the Media

The City of Glendora Administrative Policy 1.11, Press Releases and other Public Announcements, establishes policy for disseminating information to the media and responding to media inquiries. Generally, inquires are to be referred to the City Manager or Public Information Officer (PIO). (Copy attached)

The library may get direct inquires from the media from time to time. If the inquiry is on a city issue or in response to a press release sent out on a city issue, please refer the person to the City Manager or Public Information Officer (PIO) as noted in Admin. Policy 1.11.

if the request is related to a library issue, please refer the person to the Library Director or a manager in the Director's absence.

Staff is welcome to respond to questions related to library events, programs and services. Media personnel should, but do not always, identify themselves immediately as media when making an inquiry.

If however, the conversation moves beyond basic information or for any reason you are uncomfortable in responding to the inquiry, please refer the request to the director or appropriate manager. If not available, please get the name, contact and deadline information and inform them that someone will get back to them as soon as possible. If you feel this has an impact on wider city issues, or simply cannot wait for library administration to respond (this does not apply to the caller's deadline, but rather to the nature of the topic, i.e. controversial), refer them to the city's PIO.

We've all seen it on the evening news: someone is caught unprepared or their interview gets 'sound-bite' edited into something other than what the intent was, so always take the cautious road when it comes to the media.

Thank you.

Subject: PRESS RELEASES AND OTHER PUBLIC ANNOUNCEMENTS

Effective Date: Revised 7/8/92

Policy Objective:

Establish procedures for distribution of public information

Authority:

GMC 2.08.030 (15)

Assigned Responsibility:

City Manager, Public Information Officer and Department Heads

Procedures:

1. Department Heads or their designee may send routine program announcements, routine press releases and other routine information directly to the media. A copy of all routine matters must be sent to the Public Information Officer and the City Manager.

2. All reports, announcements, press releases and other information which may affect the City image or pertain to administrative policies or the interpretation of City Council policy must be reviewed by the Public Information Officer and approved by the City Manager prior to distribution. (*Rule of Thumb: Should the Council be aware of this before the public sees it?*)

Departments may request the Public Information Officer to write and release information to the press by using the Press Release Request Form (see Attachment A).

3. The Chief of Police or his designee, is delegated the authority to issue independent press releases or to conduct news conferences regarding criminal investigations or prosecutions. The Public Information Officer and the City Manager must be briefed in these matters, whenever practical. If advance briefings are not possible, inform the Public Information Officer and the City Manager immediately following the press contact.

4. Responses to unsolicited contacts from the media, including follow up interviews and releases, must be communicated immediately to the Public Information Officer and the City Manager. Request time to prepare your response to unsolicited calls. If time does not permit a written copy to be reviewed in advance, discuss the text by phone with the Public Information Officer or City Manager.

5. Whenever possible, the City Manager will direct press releases and public announcements through the Mayor and City Council.

6. All information should be released on official City press release paper (see Attachment B) or City letterhead.



Glendora Public Library Events

April 2006

- 01 10: 30 a.m. *Reading is Magic* : Magician Tony Daniels - Bidwell Forum
01 10 a.m. – 12 p.m. *Brew, Books & Bargains in the Library* – main floor
03-08 National Library Week
04 National Library Workers Day
04 12 p.m. Volunteer Recognition Luncheon, Glendora Country Club-by invitation only
06 3 p.m. – 4 p.m. Cartoon Drawing workshop hosted by Big Jim Gilbert – Bidwell Forum
17 7 p.m. Library Board meeting – Bidwell Forum
22 City of Glendora Earth Day Festival – Library Plaza and Bidwell Forum

May 2006

- 06 9 a.m. -3 p.m. Tutor training – Bidwell Forum
06 10 a.m. – 12 p.m. *Brew, Books & Bargains in the Library* – main floor
08 7 p.m. Books Alive! discussion group *The Adventures of Augie March* by Saul Bellow-
main floor
15 7 p.m. Library Board meeting – Bidwell Forum

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

May 5, 2006 @ 7:00 a.m. Library – Main Floor

June 2, 2006 @ 7:00 a.m. Library – Main Floor

Foundation Quarterly Board Meeting

April 18, 2006 @ 7:00 a.m. Library – Bidwell Forum

June 20, 2006 @ 7:00 a.m. location to be announced

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:** Librarian/day essays; set up meetings with Council
(Adj. for President's Day)
- March 20** NLW; Bidwell Addendum-Plaza, Admin Policy 4.01; Friends Foundation funding staff requests for 06-07; Review proposed Web Links Collection Policy
- April 17** Goal planning 06-07 (already completed); review media procedure
- May 15** Closed session: begin process of Self-evaluation of the Board & Evaluation of the Director; Bidwell Addendum-Plaza, Admin Policy 4.01
- June 19** Agenda planning 06-07; Closed session: Eval. Lib board; Eval-Lib Dir