

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

Library Conference Room

August 16, 2004
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 July 19, 2004- action item

5. REPORT OF LIBRARY DIRECTOR

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

6. UNFINISHED BUSINESS

6.1 Cards for Kids & Summer Reading Club Outreach - Update
Sandra Freeman to report on outreach to children and schools

6.2 Citizens Budget Committee - Update
Sandra Freeman to report

6.3 Election of Foundation Liaisons Appointments (2)
President Slakey to lead – action item

6.4 Future Meeting with City Council
President Slakey to lead discussion on list of facts to present to City Council

6.5 Centennial Update
Doug Hodson to report

6.6 Library Board Goals
President Slakey to lead - Discussion on specific Board goals FY 2004/2005

7. NEW BUSINESS

7.1 System Advisory Board (SAB) Appointment
Library Director to report – Trustee to be recommended to City Council for appointment

7.2 Library Events Calendar

A calendar of library or significant community events that include library staff participation. All or some of the 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

Minutes
CITY OF GLENDORA
LIBRARY BOARD OF TRUSTEES – Regular Meeting

Library Conference Room
140 S. Glendora Ave.

July 19, 2004
7:00 p.m.

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

Board members present: Jim Theel, Sandra Freeman, Doug Hodson

Board members absent: John Jackson

Staff present: Robin Weed-Brown, Library Director, Elke Cathel, Library Secretary, Cindy Romero, FILL Intern

PUBLIC COMMENT PERIOD

There was no public to comment.

ADOPTION OF AGENDA

There were no changes to the order of the agenda.

CONSENT CALENDAR

It was MSC (Hodson/Theel) to approve Minutes of meeting of June 21, 2004.

REPORT OF LIBRARY DIRECTOR

Weed-Brown introduced Cindy Romero, the Library's FILL Intern, who joined the Glendora Library about one month ago.

Romero told the Board that she currently attends Library School and will be finished in about 10 months. She stated that she enjoys working at the Glendora Public Library; she especially enjoys the Young Adult area and the reference desk. Romero and the Board talked about on-line classes versus one-on-one interaction in the classroom. Slakey welcomed Romero.

Weed-Brown reported that the Summer Reading Club registration numbers are down slightly, however they are still over 1100. A lot of local libraries have also seen a decline in numbers. Some suggest other available Summer Reading Clubs at schools and bookstores may be drawing some away.

Weed-Brown informed the Board that the Library will be closed July 28th to July 31st due to demolition on the Plaza. Full-time staff will take vacation during the closure; nobody is scheduled to work in other city departments. There might be money left over from the Plaza Project, so the purchase of new trashcans with ashtrays, the replacement of benches and lights, and structural coverings for the benches are being discussed. The plan is to put tile roofs on these coverings, so weight will be an issue. Freeman asked about the color scheme. Weed-Brown stated it will be earth tones to match the Library building. Weed-Brown sketched out how the Plaza will look after the construction.

Weed-Brown reported that the gross income for Night on the Plaza is approximately \$105,000.

She informed the Board that the Library staff is preparing for Elke Cathel's maternity leave. A baby shower is planned for July 22nd, 2004. Mary Pat Dodson will attend Board meetings and take minutes in Cathel's absence. Cathel's workload will be split between several staff members.

Slakey thanked Weed-Brown for including the article on the World's First "Green" Library in her Director's Report. Slakey said it was very interesting.

Weed-Brown said that Librarian II interviews are scheduled for Monday, July 26th. A Senior Librarian from South Pasadena and a Librarian III from Pasadena and Carolyn Thomas will be on the interview panel.

The Board reviewed Carolyn Thomas' salary comparison chart. Hodson commented that the Glendora Library is in a position where salaries would not need to increase much to show improvement and be more competitive. When considering the cost of staff turnover, raising salaries would be more cost-effective.

Weed-Brown stated that the City Manager recognizes that. Hodson and Slakey both thanked Carolyn Thomas for putting the salary statistics together.

Slakey said she was happy to read in Ted Taylor's monthly report that the Library will be able to track magazines once Polaris is upgraded. Weed-Brown stated that Taylor will be going to New York for on-site training. Hodson wanted to know if other libraries in the area use Polaris. Weed-Brown said she thought Glendora is the only library in the state of California that uses Polaris.

Weed-Brown said that no Development Office report will be submitted to the Board for the time being.

UNFINISHED BUSINESS

Cards for Kids

Freeman said there is no update on Cards for Kids. The Summer Outreach Program is being held at 6 locations with 11 volunteers assisting. All the children involved enjoy it. This is the last week for the program. The number of participants varies at all locations and heat is a factor at those sites where the program is being held outside. The estimated amount of children served is 120 children. Up through last Thursday, 227 books had been given out, as well as some library card applications. Freeman said a lot of the children in this program already have library cards. Freeman thought the outreach program would do better, but it is a pilot project. Freeman feels one of the issues to be addressed is how to notify tenants when the volunteers arrive on-site. Aimee Beauchemin has been a great help and supplied some needed organization. The Board discussed in detail different possible ways to evaluate this program to determine if it is beneficial to the children. Slakey thanked Freeman.

Citizens Budget Committee

Freeman reported that the last two meetings were very effective. The committee submitted their recommendations, which will be forwarded to the City Council. Freeman said she was surprised to find out during these committee meetings that no money had been put aside by the City for various improvements. The committee had several recommendations, such as putting money aside, implementing a utility tax and coordinating the IT department. Hodson and Slakey both thanked Freeman for all her hard work and for keeping the Sunflower project alive during these committee meetings.

Friends Foundation Discussion

Weed-Brown informed the Board that the executive meeting of the Friends Foundation was cancelled due to lack of quorum. Slakey said that Weed-Brown, herself and the President of the Friends Foundation, Gordon Trask, met to discuss the future of the Friends Foundation. Funding an office manager position in the Development Office without any library responsibilities was discussed. The Development Education & Literacy Coordinator position could be changed to a non-management position. Slakey said she felt the Foundation needs a person to oversee the general fundraising and they possibly need to hire a professional fundraiser once the Library gets the Sunflower grant. Hodson stressed the importance of contact between the donors and fundraisers. Weed-Brown said she offered office space so there would be a physical presence in the library, but she was not sure if that would be enough. Slakey said that Trask was very receptive and mentioned the importance of contact and human connection. Trask felt more goals and visions are needed and procedures need to be written down. Slakey thanked Chris Cravens, Bonnie Deering and the staff for carrying on. Freeman asked what the next step will be. Weed-Brown said that Gordon Trask will take the ideas and discussions back to the Friends Foundation to be reviewed. She went on to say that there is nothing the Library Board of Trustees can do until the Friends Foundation decides what they want to do.

NEW BUSINESS

Election of Officers & Foundation Liaisons Appointments

Slakey opened the nominations for President. Hodson nominated Sylvia Slakey as President. It was MSC (Hodson/Freeman) to close nominations and Sylvia Slakey was elected. Slakey opened the nominations for Vice President. She nominated Jim Theel. It was MSC (Slakey/Hodson) to close nominations and Theel was elected Vice President. Slakey asked that the nominations for Friends Foundation Liaisons be put on next month's agenda, since she felt John Jackson needed to be included in this discussion.

Future Meeting with City Council

The Board members discussed in detail the most effective ways to approach the City Council. Several methods were discussed, as well as some of the issues the Board feels need to be addressed with the City Council, such as the salary issue and the book budget. Slakey and Weed-Brown will work on a list of facts and bring it to the next Board meeting for review and discussion.

Library Board Goals

Slakey felt that the Library Board needs to discuss setting new goals. She asked this item be put on next month's agenda.

Library Events Calendar

Weed-Brown pointed out the Youth Volunteer Recognition Party on July 27th at 3 p.m. Hodson said he would be happy to attend. Theel stated he needed to check his calendar, but he thought he would be able to attend. Freeman will be out of town and Slakey is unable to attend due to a prior commitment. Weed-Brown said she will check to see if John Jackson will be able to attend. Weed-Brown reminded the Board that the next Board meeting is scheduled for August 16th.

BOARD MEMBER ITEMS

Agenda Planning Calendar

Weed-Brown asked Hodson if there should be a Centennial Update on next month's agenda. Although there is nothing to report, Hodson stated he could give a status report in August.

Board Member Items

Hodson said he enjoyed the InfoPeople workshop he attended on July 16th. He said it was very informative. He stated they realized how well done the Library's PR is already.

Theel stated that he enjoyed Night on the Plaza. He talked about the Library's book budget with someone sitting at his table that night. This person said they never received any information in regards to the book budget at the Masonic Lodge. Theel said he would drop off the information.

Slakey stated she enjoyed Night on the Plaza. She thought the InfoPeople workshop was very informative.

ADJOURNMENT

There being no further business, meeting adjourned at 9:15 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.



Glendora Public Library
(626) 852-4891

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

Glendora, CA 91741

MEMO

To: Board of Library Trustees
From: Library Director *Rosen*
CC: City Manager
Date: August 16, 2004
Re: Director's Report

Community

Summer Reading Clubs came to a close on July 27th with the Youth Volunteer Recognition event. Trustee Theel joined library staff in handing out certificates of appreciation and gift certificates to the attendees. Numbers and a full report are being compiled for your information at a later date. Approximately 1100 children participated in their club.

A small group of library and Centennial members met to discuss the October Railroad Expo to be held the last Saturday in October, the 30th.

In order to respond to customer concerns over the ceasing of "date due" stamping in library materials, we are trying a pilot project I have used in other libraries. A simple bookmark with space at the top to write in a due date will be available to customers to use on a self-serve basis. This first set of bookmarks will have general library information on it, but it can be adapted to promote parts of the collection (a mini bibliography) or special event or program. We hope this will help those that miss the traditional, yet staff time intensive, process of stamping each piece of library material with a due date. Currently they receive a receipt listing all of the items checked out at that time and their due dates.

The Plaza project is very noisy! At times it feels like it is all going to come down around us and on August 5th part of the roof did indeed come down! Around 9:30 a.m. in the NE corner of the library, plaza construction crews broke through the roof bringing concrete, light fixtures, ceiling tiles and aluminum framing crashing down into the library. We were fortunate that due to an All Staff meeting no Pages were shelving in the impacted areas and public was not in the building yet. We also discovered water damage due to the hosing down of the plaza in order to keep the dust down. The water found the cracks and puddled in the ceiling. Eventually the ceiling tiles gave away and damaged the top row of books and the carpet. Public Works, the City Manager and City Attorney have all been brought into this situation. Life is never dull in this library!

Staff

Staff vacancies are the big issue these days. Domel Cerro's, Children's Librarian, last day was August 6, 2004. Elke Cathel went into labor that day as well and delivered a healthy baby boy at 2:50 pm, David Ray, 7.5lbs. 21.5 inches! We are hoping Rebecca doesn't get any ideas about an early delivery! Further discussions with the Friends Foundation regarding the mid-manager vacancy have not yet occurred, although there is an executive board meeting scheduled for Friday August 13, 2004 so I may have more to report at our Monday night meeting. The vacancy created when Linda Granicy left is in its final recruitment phase. A Conditional Offer of Employment has been made and the applicant is schedule for pre-employment physical, fingerprinting, etc. the week of August 16th. If all goes well a start date in mid-September is anticipated. As of this writing, we are down 2 out of 3 full time librarians, with the third scheduled to go out on maternity leave in October and 2 full time mid-managers. To say we are lean and services will be impacted is an understatement. We cannot staff both the children's and information desks completely and often have only 1 person covering both locations.

Library school intern Cindy Romero spent her last day as an intern with us on July 27th. We are hoping to bring her on as a part time librarian in mid August to help Mary Pat in the Children's room, at least temporarily, but hopefully longer.

I have been in discussions with Maggie Lara about coming back part time, again temporarily, but hopefully longer, for help with library PR and related types of documents. She has agreed to helping out with our monthly PR and event PR, some bigger projects that are in our library goals for this year, and of course Sunflower. I am grateful for her support and willingness to come to our rescue!

Director

Sandra Freeman had mentioned a couple of months ago about the City subscribing to a grants database. As follow-up, I have now gotten a logon and password and will work to get a few minutes to explore it and its potential.

Ray Rood met with the management team, what's left of it, twice in mid July. After the first session, managers 'interviewed' each other one-on-one to find out how we could support each other based on our different work styles. It was an interesting process and Ray then followed up with a second session. A switch in terminology, we now refer to ourselves as the Leadership team, not management, and insights into leadership have been valuable to the team. I am currently reviewing 3 books and 3 training videos for future use.

Anne Pankow and I meet with the Library Pages this month to discuss communication issues that came up during the all staff training with Ray back in June.

Paul Rohde and I made a presentation to the Glendora Rotary Club on July 27th. Paul shared the summer reading outreach program with them and I gave a general update on library activities, such as our closure which was pending that week.

I received news from a former library school intern, Patty Lindberg. She has applied and been appointed the interim Library Information Director for the Rancho Santa Ana Botanical Gardens-what a great gig! We are proud of our role in her library training and now have a close network link to this valuable community resource.

I had an unexpected visit from the mayor of Diamond Bar, Bob Zirbas, and Marsha Hawkins, from their Friends of the Library group, right before we closed in late July. They had come to see how we delivered library service and other related topics. It was an interesting conversation! I have included a copy of the email sent me following our time together.

The City Department Heads are continuing with the MAP process. You will recall that I attended a 3 day training session down in Newport Beach on MAP back in May. The process is now being applied at the Department Head level and an additional training session is scheduled in September, fortunately right here in Glendora this time! The City Manager has now given all department heads a performance evaluation. In my instance, the review the Board gave me was included as well.

I was contacted the other day by the Coordinating Council regarding the Holiday Gift Basket program. This year they are going to require an application to be submitted so they can verify eligibility. They will designate only a few sites in the City to have these applications and the Library will be one of them. We will simply let them know when we receive a completed application, we have no responsibility in regards to verification.

Division Monthly Reports

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

To: Robin Weed-Brown
From: Carolyn Thomas, Anne Pankow, Dornel Cerro, Ted Taylor
Date: July 2004

Adult Services/Reference

Rebecca Simjian for Carolyn Thomas

The Adult Summer Reading Program ended on July 24 with 46 registered patrons. The adults turned in 81 book reviews and 8 people completed the program. The program highlights included 3 author visits and a book discussion.

Each of the programs had varying numbers in attendance. The first author visit, a slide show and cookbook talk by author/librarian Dan Strehl, had 12 patrons in attendance. The second program, a Michael Connelly book discussion, had 19 participants. The third program, highlighting mystery author John Shannon, had 10 in attendance. Finally, the last author program, featuring the works of mystery writer Robert Levinson, had 10 patrons in attendance.

The ten patrons whose names were drawn for weekly prizes received gift bags with mugs, candy, passes to local cultural programs and bookmarks. The eight patrons who completed the program received mugs, candy and bookmarks for their efforts. Patrons who attended the three author visits received opportunities to win books, umbrellas and t-shirts.

Toward the end of the month, Dornel Cerro, Children's Librarian, turned in her resignation. Dornel will be leaving for employment as the head librarian for a private school in Pasadena. Dornel's last day of work is August 6, 2004.

Circulation

Anne Pankow

Demolition of the Plaza began on July 28, as scheduled. Most of the demolition was completed before staff returned to work on Monday, August 2. Work will continue through September. Carlos Baffigo is working with Dave Davies and Jeff Coronado, the structural engineer, to determine what types of shelters and benches will be possible to place on the plaza once the project is completed. Location and size of the shelters and weight of the benches and shelters plus cost are key factors in determining what is feasible. Shelters are attractive ways of providing shade on the plaza.

Children's Services/Youth

Dornel Cerro

The Summer Reading Club ended July 24. Almost 1100 children registered for one of three clubs offered in the program. Slightly over 600 children signed up for the Lil' Wranglers (ages 3-7) and read 5756 books. Children 8-12 years old were almost evenly split between two clubs: 228 Sidewinders read 1484 hours and 261 N1ighthawks read 652 books.

When reporting, children received a weekly prize and chance tickets for weekly drawings. We averaged about 360 reports a week, gave out 1800 prizes, and drew 20 tickets per week for the chance drawings.

Over 750 SRC children and their families attended 6 events including a puppet show, craft, and animal magic show. The closing party on July 24 brought about 300 people to the library's Bidwell Forum. Children received their certificates of achievement and enjoyed cake and punch, balloon and make up artists, and games. Chance drawings were held throughout the event and over 90 children won a prize.

The Juvy and YA recognition party was held July 27. About 75 people attended. Children and teens received certificates of recognition and gift certificates from the Blue Chair (children) or Borders (teens). Children and teens who have donated over 100 hours of service to the library were also honored.

In addition to the SRC, we also held storytimes for over 400 children and parents and answered almost 1000 reference questions.

Development & Education Services

No report this month.

Support Services

Ted Taylor

Support Services geared up for the new fiscal year. Redesigned Excel spreadsheets will make keeping track of the items ordered by each selector and their subject area(s) easier this year.

The Friends of the Library has given a gift of \$33,000 to help with the collection development. We are saving some of the titles to show the Library Development Board what we have purchased with their donation.

In August 2004, we plan to begin to use the Serial/Magazine component of our Polaris Integrated Library System as we upgrade the software from version 3.0 to 3.1 in September 2004.

On a personal note, I was declared 'cancer free' at my 3 month checkup. Thanks to all the staff for their encouragement and support during this time of recuperation.

PR piece written by Larry Cox, City PIO

'Crash-Landing' Hits 'Section 600' in Glendora: (No Aliens Reported to Be in the Vicinity)

Everyone's heard of Area 51 at Roswell, N.M., where an alien spaceship supposedly crash-landed back in 1954.

But who would have suspected there would be an unplanned crash-landing in Section 600 of Glendora?

That's exactly what happened in the morning hours of August 5 at the Glendora Public Library.

Renovation workers replacing the library plaza's deteriorating surface, accidentally dislodged old weakened iron rebar and concrete, sending those materials crashing through the plaza which also serves as the library's roof.

The debris fell through the northeast corner of the library's ceiling, landing in Section 600 - the Home Improvement section.

"It was about 9:30 in the morning when concrete, light fixtures, ceiling tiles and aluminum framing all came crashing down," said Library Director Robin Weed-Brown. "When I heard the commotion, I moved my staff into the library lobby. Then I took a closer look at Section 600: I told the staff, 'Guess what? We have a huge hole in our ceiling!'"

"Fortunately, no one was injured. The library is closed to the public until 10 a.m. each day. Even so, normally, I would have had someone shelving books in Section 600. But luckily we were all in a staff meeting in the opposite end of the building."

"We knew the plaza was in bad shape," said Dave Davies, city building official. "That's why the city hired contractor (Jeff Cortis Construction, of Glendora) to replace the deteriorating cement surface and leaking water-proof membrane - and re-cover the plaza with lightweight concrete.

"But we had no idea that the rebar and concrete originally put in the building in 1972 was substandard and in imminent danger of falling."

Davies credits pure good fortune for averting injuries and possibly worse. "We're lucky no library employees were down below when the concrete and rebar fell - some of the falling concrete pieces were about a foot square and six inches thick," he said.

He said that despite the commotion and damage caused by the falling materials, repair of the plaza (which actually is phase II of an overall library facelift) could be completed as planned.

- m o r e -

Glendora Library Experiences 'Crash-Landing'/Page Two

"We started work on phase II on July 27," Davies said. "At that time, we estimated that the work would be completed by the first or second week of September. We should be close to staying on schedule."

"First, we have to repair the hole in the plaza floor and library ceiling," he said. "We'll do that by 'tying a new cage,' or putting in about 40 square feet of new rebar and concrete. That repair should not represent any more substantial cost to the project."

The library facelift began last January when the city spent about \$465,000 to reinforce the north wall of the library and strengthen the building's foundation. That effort involved drilling holes and putting metal dowels into the library's north wall and 18 supporting columns, while carbon wrapping the north wall and sealing it with epoxy.

The Phase II renovation of the library, was rehabilitating its plaza, costing about \$360,000. That effort was necessitated by deterioration of the plaza, extensive water leaks and ongoing damage to the library. "The plaza surface needed replacing because it never was designed to stand alone," Davies said.

"Originally, the city's intent was to cover the plaza with a new Civic Center, but that plan never came to fruition," he said. "Over the years, we've spent thousands of dollars trying to seal continuing water leaks, but those efforts were neither successful nor cost effective.

"That's why we're redoing the plaza."

Weed-Brown said that during the plaza renovation, besides the falling debris, water also seeped through the library roof, damaging one shelf of books. The contractor has agreed to replace those materials. Davies said that damage was hard to avoid because law requires contractors to hose concrete work areas with water to control dust.

In the face of all this adversity, Weed-Brown and Davies seem to have kept their senses of humor and optimism. "At least the newly reinforced library columns did fine during all this commotion," Weed-Brown said.

Davies' response: "I asked Robin, 'Now that you have a skylight in your roof, do you still need that new air conditioning system put in?'"

###

Robin Weed-Brown

From: Marsha Hawkins
Sent: Wednesday, July 28, 2004 9:21 PM
To: Robin Weed-Brown
Cc: Bob Zirbes
Subject: FW: Diamond Bar visitors

Marsha Hawkins

Why Wait? Move to EarthLink.

— Original Message —

From: [Marsha Hawkins](#)
To: rweedbrown@ci.glendora.ca.us
Cc: [Bob Zirbes](#)
Sent: 7/28/2004 9:11:52 PM
Subject: Diamond Bar visitors

Marsha Hawkins

Why Wait? Move to EarthLink.

Hi Robin,

I would like to thank you, on behalf of Mayor Bob Zirbes and myself, for the time you gave us last Friday afternoon. You were very articulate about the place of libraries in our world today. You also made it very clear that the Glendora library is very vital in your community, providing materials and services thoughtfully suited to the needs of its patrons. I'm sure this is the reason that we find so many people in the library in the middle of the summer in Glendora.

I was particularly interested that Mayor Zirbes would see the structure you have erected in the library that shows the history of Glendora. The first time I entered the library to see that it had been added, I was so struck by the effect of nostalgia and pride. I am not a resident of Glendora, but I was very moved to witness the tradition and community pride it reflected. I would like to see a similar structure in Diamond Bar.

Our focus on this tour was to look at ways we might improve our own library and make it more responsive to our community as we wait to find out if we will receive funds from the State Library Bond. But I enjoyed so much listening to you speak about the programs you have going in Glendora. They are fortunate to have a director of your caliber.

I want to thank you again and I look forward to seeing you in the future.

Marsha Hawkins

8/6/2004

Glendora Public Library Summary Data for July 2004

	Last YR Month	This YR Month	Percent Change	Last YTD	This YTD	Percent Change
<u>SERVICE CONTACTS</u>						
I.7 Hours Open	244	211	****	244	211	-14%
A. Library Visitors	33,547	26,207	-22%	33,547	26,207	-22%
A.2 Visitors per Hour	133	117	-12%	133	117	-12%
C. Community Contacts*	205	2319	1031%	205	2319	1031%
TOTAL SERVICE CONTACTS (A+B+C)	33,752	28,526	-15%	33,752	28,526	-15%
<u>KEY SERVICE INDICATORS</u>						
1. Total Registered Borrowers	—	—	—	41,684	45,769	10%
1.2 Library Cards Issued	396	329	-17%	396	329	-17%
2. Items Loaned	42,067	33,594	-20%	42,067	33,594	-20%
2.1 Items Loaned per Hour	172	159	-8%	172	159	-8%
3. Requests for Information	5,095	1,934	-62%	5,095	1,934	-62%
C.5 Presentations, Community & Special Events	2	20	900%	2	20	900%
C.6 Presentations, Community & Special Events - Attendance	156	294	88%	156	294	88%
E. Total Computer Usage	3407	12699	273%	3,407	12,699	273%
4.9 Children Attending Programs	1215	402	-67%	1,215	402	-67%
E.5 Library Home Page Views	1,845	1,802	-2%	1,845	1,802	-2% ***
<u>SPECIFIC SERVICE INDICATORS</u>						
<i>(included in above totals)</i>						
A.4, A.6 Total Forum Attendance	1480	1850	25%	1480	1850	25%
3.3 Fax, Mail & E-mail Requests for Information	10	0	-100%	10	0	-100%
3.2 Telephone Requests for Information	242	28	-88%	242	28	-88%
3.1.3 Percent of In-Person Questions - Complex Questions	113	23	-80%	113	23	-80%
4.1 Children's Requests for Information	977	957	-2%	977	957	-2%
D.1 Literacy Students Served (Currently Active)	22	11	-50%	22	11	-50%
D.2 Literacy Hours Tutored	38	25	-34%	38	25	-34%
E.2 Internet Users	2729	2945	8%	2,729	2,945	8%
E.3 Electronic Resources Users	646	553	-14%	646	553	-14%
E.4 Web Links Collection Views	9,182	15,528	69%	9,182	15,528	69%
F.2 Volunteer Hours	786	639	-19%	786	639	-19%
G.1, G.2 Fines/Fees & Vending Fees Collected	\$5,823	\$4,194	-28%	\$5,823	\$4,194	-28%
H.1 Items Owned (snapshot)	—	—	—	129,542	139,151	7%
I.6 Percent of Collection Overdue (snapshot)	4%	4%	0%	—	—	—
2.3 Percent of Collection Checked Out (snapshot)	32%	24%	-8%	—	—	—

* 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

****Library only open for one week in December-safety retrofit

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

Summer 04

Glendora Public Library- Talking Points for Board members with City Council

Salary Equity and Staffing Issues

- Lowest paid staff in City of Glendora;
- Highest community contact on a daily basis (1,100/day) and 3 direct public service desks that should be staffed all open hours- circulation, reference and children's;
- Statistics show that the more the desks are staffed the higher the reference question count, which indicates that due to staffing limitations and a public service desk is not staffed, that there are people that: 1) aren't getting the help they need when no staff person present and 2) that despite putting up signs that direct them to another service desk, customers will often NOT migrate over
- Highest number of part-time staff and many young/first job requiring more training and supervision; 12 full-time (including Director), 23 part-time
- Required to attend customer service training, first aid, CPR, as well as be cross-trained to work in other area(s) of library;
- Must be able to work with complex automation system, online databases, respond to sensitive customer service issues, handle and account for money, be knowledgeable in a number of subject matters and resource materials and complex organizational system
- In less than 4 years:
 - only 1 original mid-manager remains out of 4 and one mid-management position has turned over twice;
 - all 3 professional full time librarian positions have turned over and 1 part time librarian
 - half (!) of the part-time positions have turned over
 - This trend mirrors what is being reported in many areas: newer generations are prepared to move for advancement and steps to retain qualified staff must include competitive salaries and benefits-location **not** a big factor for retention in Glendora (as it has been perceived in the past to be), in fact the traffic and smog, high price of housing and low salaries and benefits **work against us**; neither employers or employees count on 'loyalty' as a retention issue as they have in the past
- City Gate report noted that staffing needed to be addressed in library, both from a salary and career path perspective and ability of management staff to have time to accomplish their management duties as they are pulled to cover public desks
- Volunteers are already utilized to maximum level that paid staff can handle
 - Require training and close monitoring
 - Additional statistics are gathered on volunteers
 - 200 adult and 100+ youth volunteers
 - Are being utilized to help with Page duties, staff reference desk, help with some clerical duties, staff bookstore
 - Attendance can be spotty and staff may have to scramble to cover duties when they don't show up

Brief job descriptions and salaries (from presentation to Citizen Budget Committee)

What We Do and Who Does It:

(EVERYONE WEARS 2 HATS: Direct Customer Service and behind-the scenes work)

Customer Services (Circulation) & Support Services largest division (Division 7077)

Part - time staff

- **PAGES:** Shelve books, empty outside book- drops, assist patrons with equipment questions, opening & closing procedures
- **Library Aide I:** Circulation desk, mending, processing, withdrawing, database entering
- **Library Aide II:** Circulation desk, periodical processing & maintenance, mail sorting, mending, receiving, book processing, library's online catalog work
- **Library Aide III:** Circulation desk, cash register, ordering, receiving, processing, online catalog work
- **Library Aide IV:** Circulation desk, overdue materials: bills and notices, searching, resolutions; customer contacts re: lost, missing, damaged items; cash register, supports Public Service staff as needed
- **PAGES:** 7 Part-time people; 16-20 hrs/wk 16% time= direct public service (\$6.98- 8.08 hour)
- **Library Aide I:** 3 Part-time people; 25 hrs/wk; 44% time = direct public service; (\$7.44- 9.04 hr)
- **Library Aide II:** 3 Part-time people; 25 hrs/wk 48% time= direct public service; (\$8.97-10.91 hr)
- **Library Aide III:** 1 Part-time person; 25 hrs/wk ; 60% time=direct public service; (\$12.57- 15.29 hour)
- **Library Aide IV:** 1 Part-time person; 25 hrs/wk; 48% time= direct public service (\$14.04-17.06 hr)

Circulation and Support Services (7077)

Full – time staff

- **Library Technician:** Reference desk or circulation desk, cataloging, invoices, interlibrary loans, library database maintenance, collection ordering accounts, collection development
- **Customer Services & Facilities Assistant:** Circulation desk, facilities maintenance, supervise trusty, handles forum scheduling and set-up, back up on PC and library database
- **Customer Services & Facilities Manager:** Circulation desk, supervision, training, hiring, personnel, performance evaluations, collection development, facilities, emergencies, CIPs, budget, furniture, equipment, mid-manager
- **Senior Librarian: Support Services Manager:** Reference desk, cataloging, collection development; systems management & training, Web pages, other technology maintenance (PCs, printers, reservation system); budget, performance evaluations, mid-manager
- **Library Technician:** 2 people
30-40% time=direct public service
(\$29,700 – 36,200 year)
- **Customer Services & Facilities Assistant:** 1 person
30-43% time =direct public service
(\$36,800 – 44,800 year)
- **Customer Services & Facilities Manager:** 1 person; backs-up Library Director; 25% time=direct public service
(\$39,300-47,800 year)
- **Sr. Librarian: Support Services Manager:** 1 person; requires masters degree; back up for Public Services Manager;
25% time=direct public service
(\$43,700- 53,200 year)

Public Services (Division 7079)

- **Library Aide III:** assists with Children's services: displays, programs, story times, volunteers, collection, reference support, statistics; and circulation desk
- **Librarian I:** reference/information services at adult and children's desks, story time back up, obituary searches
- **Librarian II:** Children's librarian, Adult and Teen librarians & reference services, desk schedules, collection development, programs/events, summer reading clubs, volunteers, VITA, 24/7 reference service
- **Senior Librarian: Public Services:** Reference desk, supervision, training, collection development oversight, budget, programs, performance evaluations, mid-manager
- **Library Aide III:** 1 part time, 25 hrs/wk
64% time=direct public service
(\$12.57-15.29 hour)
- **Librarian I:** 2 part time people, 20hrs/wk; requires masters degree,
95% time=direct public service;
(\$19.48-23.70 hour)
- **Librarian II:** 3 full time people, requires masters degree;
65-70% time=direct public service;
(\$ 40,800-49,600 year)
- **Sr. Librarian:** 1 full time; requires masters degree; 25% time =direct public service;
(\$43,700- 53,200 year)

Development and Educational Services (Division 7076)

- **Library Aide III:** Family literacy & adult literacy support, program and event support, library PR, reports, bookstore finances, database inputting and maintenance, community outreach, office support
- **Library Aide IV:** volunteer coordinator for all library volunteers (recruits, trains, tracks), family literacy outreach, weekly children's story time, event and program support, office support
- **Development & Educational Services Coordinator:** Fundraising, donor cultivation, event management, grants, Friends Foundation liaison, supervision, community outreach, library PR, Coordinating Council rep., Chamber of Commerce rep, mid-manager
- **Library Aide III:** 2 part-time people (1 position is grant funded), 25 hrs/wk (\$12.57-15.29 hour)
- **Library Aide IV:** 1 part time person, 22 hrs/wk; 10% time=direct public service (\$14.04-17.06 hr)
- **Dev. & Ed. Services Manager:** 1 full time; Back-up for Customer Serv. Manager (\$39,300-47,800 year)

Library Administration (Division 7076)

- **Administrative Assistant:** Library Board of Trustees support, statistics, budget, personnel, accounts payable and receivable, library PR, office supplies and equipment/vendor interaction, support for other library divisions, circulation desk and telephone back up, assists and keeps Library Director in one piece! Mid-manager
- **Library Director:** leadership for library, City dept. head, community outreach and interaction, planning & implementing library goals and direction, work with 3 boards: Library, Foundation and City Council; meetings, meetings and more meetings!
- **Administrative Assistant:** 1 full time; 25% time=direct public service; (\$33,400- 40,700 a year)
- **Library Director:** 1 full time; (\$93,100 a year)

Salary Comparisons-Librarian II

(Information from *California Library Statistics 2004 (FY 02-03)*)

<u>City (population 40,000-60,000)</u>	<u>Librarian II – monthly salary range</u>
<i>Cerritos</i>	<i>4,585-5,718 (data from job flyer)</i>
San Bruno	4,385-6187
<i>Monterey Public Library</i>	<i>4,316-5,246 (data from job flyer)</i>
San Rafael	4,119-5,008
<i>Arcadia</i>	<i>3,575-4,466 (entry level salary range)</i>
Murrieta	3,574-4,344
Placentia Dist	3,480-4,452
Lodi	3,476-4,225
Glendora	3,403-4,137
Watsonville	3,280-4,396
Tulare	2,966-3,606
Siskiyou Co	2,632-3,200
Tehama Co	2,413-2,939

When comparing the salary of the Librarian II position in Glendora with California libraries with smaller populations (20,000-40,000) Glendora's salary was in the lower range. *Even cities with a smaller population than Glendora offer higher salaries.*

<u>City (population 20,000-40,000)</u>	<u>Librarian II – monthly salary range</u>
Burlingame	4,437-5,392
Benicia	3,997-4,858
Beverly Hills	3,700-4,583
El Centro	3,583-4,479
Coronado	3,425-4,372
Glendora	3,403-4,137
Dixon Dist	3,065-3,726

Paso Robles	3,001-3,813
Coalinga Dist	2,751-2,751
Beaumont Dist	2,652-3,746

At first glance then, it appears that Glendora offers salary at the low end of the scale; in order to stay competitive we will need to continue to review salaries so that we can attract and retain the best librarians possible.

SENIOR LIBRARIAN SALARY COMPARISON

APRIL 2004

Carolyn Thomas

LIBRARY	STEP A	STEP B	STEP C	STEP D	STEP E	STEP F
GLENDORA PUBLIC LIBRARY ANNUAL	43,7889.04	45,978.63	48,277.22	50,691.35	53,226.17	NO STEP F
MONROVIA PUBLIC LIBRARY ANNUAL	49,968.00	52,464.00	55,080.00	57,840.00	60,732.00	63,768.00
GLENDORA PUBLIC LIBRARY MONTHLY	3,649.08	3,831.55	4,023.10	4,224.27	4,435.51	NO STEP F
MONROVIA PUBLIC LIBRARY MONTHLY	4,164.00	4,372.00	4,590.00	4,820.00	5,061.00	5,314.00
GLENDORA PUBLIC LIBRARY BIWEEKLY	1,684.19	1,768.40	1,856.81	1,949.66	2,047.16	NO STEP F
MONROVIA PUBLIC LIBRARY BIWEEKLY	1,921.69	2,017.77	2,118.66	2,224.59	2,335.82	2,452.62

Materials (book) Budget

- It's more than books: magazines, audio books (tapes and CDs) music CDs , reference materials, online/electronic databases, newspapers, microfilm, software, large print, educational (PBS, documentaries, sports, early learning, etc.), classic and children's movies, literacy materials, international languages (Spanish, German, Japanese, French, etc) and of course, adult, children's young adult fiction and non-fiction; this budget also absorbs tax & shipping and handling costs;
- Costs increase anywhere from 5% to 35% annually and we have no control over that; therefore: A status quo materials budget, year after year, is a reduced budget
- When library materials are lost or damaged and paid for, the money goes directly into the general fund and cannot be used to replace that lost or damaged items;
- Glendora's materials budget has a history of not meeting community needs: Historical library board minutes show that the materials budget has been unable to meet community needs for decades and that Library Directors have struggled for recognition and correction of this need for decades
- For a community of our size and educational background our materials budget should be closer to \$300,000 and for FY 04-05 we have \$217,000 after the city council reinstated funding; was at \$202,209. (Thank you!)
- City Gate report noted low book budget and need to increase

<u>Population</u>	<u>average materials budget '02</u>	<u>average materials budget '03</u>
25,000-49,999	\$277,000	\$285,000
50,000-99,999	\$309,000	\$311,000
Glendora	\$239,511*	\$206,644

* includes a one time legal settlement of \$11,000

(Source: *Library Journal* Budget Survey, printed in Bowker Annual 2003, pg. 449)

FY 05-06 Library Budget

The library cannot function on the proposed budget and service will be impacted.

A few examples:

Office and Division supplies, postage, building materials/supplies, printing, cut in half;

Book (materials) budget cut –

Sunflower Library

The need for additional library services site identified in City Gate report and Needs Assessment done in 2000 by Ray Holt

We need to bust the perception that Charter Oak is not pulling their fair share of costs!

Total Project Building Cost

\$5.8 million:

Charter Oak USD covering (along with some grant funds from Community Services tied to fields: parking, outside bathroom): \$1.76 million

State Library grant: \$3.24 million

Cost to City: \$250,000 already allocated to fund for application purposes- no new costs.

Ongoing Costs:

Paid by City: Approximately \$312,000 for library support only.

Paid by School District: The copy center and café are the school district's responsibility to pay for staff, utilities, etc.

ROP (Regional Occupational Program) will help in supplying staffing

Volunteers: will be an integral part of the library's day-to-day functioning as they are now at the library

TBRs (transaction based reimbursements):

- The library gets reimbursed from the State Library for materials loaned to people that do not reside in Glendora (revenue!) as part of the "universal borrowing" provision in California; this is a two way street – by participating Glendora residents have free access to any public library in the state, either directly or through interlibrary loan;
- resource sharing 'expands' the library's collection for Glendorans too

Charter Oak USD provides

Land that the library, café and copy center will be on, plus have allowed further development of fields for youth sports. Based on today's land prices that is a hefty donation saving the city millions of dollars.

2 additional parts to the Library Center: copy center & café. offering services that just the library alone could not offer and helps to make this a community hub

A way for Glendora to show that all of Glendora matters, not just those in the northern portion

What Charter Oak USD is NOT asking for:

No request for Library staff to provide any direct service to school. Library offers minimal support to **all** schools in Glendora now, public and private, offering tours and materials to support class assignments.

USD has not asked for any special curriculum support (books)

Pros:

- New, energy efficient library building with no ongoing bond, land or eminent domain issues
- Community hub and library for southern Glendora and Glendora schools in that area
- Reduce overcrowding at current library facility that currently turns some children away during summer reading programs due to capacity;
- Book collection would be enhanced with second location to take burden off of main library which is full
- Statistics prove that the farther away from the current library the less likely to use library- and all kids, students and adults deserve access to a public library
- It is proven that a quality city library can add to property values just as good schools do
- Would tie in with sports field activities that families are already coming to that site for
- Reduces on street parking by adding parking lots for both field and library use
- Give children a safe place to go to after school to do homework and keeps them off the streets
- Library gets reimbursed money from the State when materials are loaned to people not residing within the Glendora city limits
- It's the Right thing to do

Cons

- Aren't any that I can think of

Friends Foundation

- Already pays for ALL programming and events in library
 - Children's summer reading program-performers, incentives
 - Author visits
 - Poetry, garden expo, national library week/month events
 - Teen programs such as SAT, Teen Read Week, Summer reading club-performers, incentives
 - Adult summer reading club
 - Adult/Family literacy programs and training
 - Special events: Centennial, Volunteer recognition events for adult and youth, Donor recognition, open houses, musical events

- **Community Outreach and Education programs**
 - **Babies, Books and Bibs- for new parents**
 - **Summer reading club outreach**
 - **Coordinating Council –book awards for honorees**
 - **Glendora Read-In books**
 - **Books for Holiday Basket program**
- **Paid for staff positions**
- **Supported Materials (Book) budget in fiscally lean times**
- **Will be fundraising to support Sunflower Library**

Library

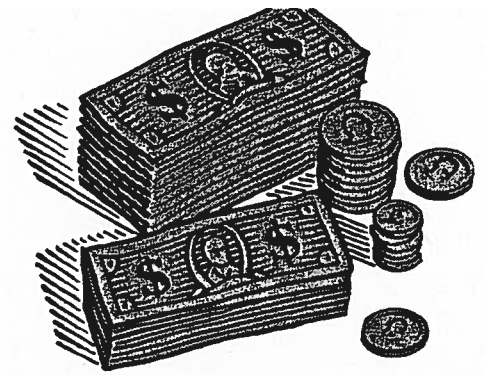
	00-01 Actual	01-02 Actual	02-03 Actual	03-04 Amended	03-04 Projected Actual	04-05 Department Request	05-06 Department Request
001.7076.400.41X SALARIES	117,978	142,773	172,450	191,948	184,048	216,816	221,933
001.7076.400.42X BENEFITS	29,377	31,957	50,483	42,494	44,140	46,204	51,598
001.7076.524.000 OFFICE & DIVISION SUPPLIES	5,981	7,347	7,255	5,530	5,530	6,300	3,530
001.7076.531.000 BUILDING MATERIAL & SUPPLIES	20,475	16,509	18,802	14,100	14,100	6,100	9,540
001.7076.542.000 PHOTOGRAPHIC SUPPLIES	8	46	3	0	0	0	0
001.7076.612.000 POSTAGE	4,721	3,706	4,470	3,258	3,258	2,953	2,962
001.7076.613.000 LEGAL SERVICES	0	188	0	0	0	0	0
001.7076.617.000 TRAINING & EDUCATION	453	2,490	7,151	5,210	5,210	5,220	5,210
001.7076.624.000 OPERATING LEASES	0	0	23,182	21,334	21,334	22,600	22,600
001.7076.631.000 TRAVEL EXPENSES	13	1,594	367	1,075	1,100	2,200	1,075
001.7076.632.000 MILEAGE REIMBURSEMENT	235	307	410	300	350	560	560
001.7076.642.000 REPRODUCTION	965	789	1,394	1,200	1,200	1,200	1,200
001.7076.643.000 PRINTING	6,684	4,252	3,272	4,305	4,305	3,705	3,705
001.7076.651.000 UTILITY SERVICE	36,034	49,752	56,366	55,832	55,832	55,832	55,832
001.7076.652.000 NATURAL GAS	12,060	1,283	1,287	12,059	12,059	2,500	3,000
001.7076.661.000 BUILDING REPAIR & MAINT	9,051	26,869	25,173	24,144	24,104	24,504	24,504
001.7076.661.113 PROF CLEANING/CUSTODIAL SVCS	11,219	0	0	0	0	0	0
001.7076.662.000 EQUIPMENT REPAIR & MAINT	15,079	11,585	13,904	15,245	15,245	15,245	15,245
001.7076.662.091 GAYLORD POLARIS MAINTENANCE	0	17,000	19,350	19,727	19,727	20,714	21,745
001.7076.692.000 DUES AND MEMBERSHIPS	0	805	695	1,280	1,280	1,430	1,280
001.7076.695.000 MEETING EXPENSES	2,206	2,337	1,914	1,350	1,350	1,350	1,350
001.7076.699.000 OTHER CONTRACT SERVICES	18,268	24,600	39,134	19,053	19,053	21,779	20,854
001.7076.699.101 LIBRARY FACILITY NEEDS ASSES	4,375	0	0	0	0	0	0
001.7076.742.000 MACHINERY & EQUIPMENT	3,677	0	11,979	0	0	0	0
001.7076.841.000 DATA PROCESSING CHARGES	33,816	52,890	80,271	51,623	51,623	61,345	71,325
001.7076.843.000 COMMUNICATION CHARGES	32,652	30,417	33,948	32,802	32,802	30,750	31,500
001.7076.844.000 COMMUNICATION LEASES	0	0	0	2,256	2,256	2,256	2,256
001.7076.845.000 VEHICLE CHARGES	0	0	2,226	0	0	0	0
001.7076.847.000 INSURANCE CHARGES	32,964	55,554	43,202	126,266	126,266	44,484	45,777
LIBRARY ADMINISTRATION 7076 Total	398,289	485,051	618,687	652,391	646,173	596,047	618,580
001.7077.400.41X SALARIES	378,547	403,620	409,281	391,866	364,183	399,791	419,301
001.7077.400.42X BENEFITS	59,761	67,309	69,214	66,480	67,190	70,152	77,112
001.7077.524.000 OFFICE & DIVISION SUPPLIES	102	0	0	0	0	0	0
001.7077.530.000 SPECIAL SUPPLIES	21,463	12,710	19,683	11,358	11,358	15,673	13,363
001.7077.647.000 MICROFILMING	156	394	0	365	365	365	365
CIRCULATION/TECHNICAL SERVICE 7077 Total	460,028	484,033	498,177	470,069	443,095	485,981	510,141
001.7078.400.41X SALARIES	57,992	72,340	84,455	0	0	0	0
001.7078.400.42X BENEFITS	10,717	13,820	16,267	0	0	0	0
001.7078.527.000 BOOKS/RECORDS/TAPES/PERIODIC	46,042	49,490	50,438	0	0	0	0
001.7078.530.000 SPECIAL SUPPLIES	1,058	879	1,040	0	0	0	0
CHILDREN SERVICES 7078 Total	115,809	136,528	152,201	0	0	0	0
001.7079.400.41X SALARIES	91,822	71,404	135,446	289,104	247,788	257,732	263,171
001.7079.400.42X BENEFITS	15,943	14,311	19,997	51,803	51,310	52,755	58,470
001.7079.527.000 BOOKS/RECORDS/TAPES/PERIODIC	164,601	184,023	189,073	206,644	206,644	202,209	202,209
001.7079.530.000 SPECIAL SUPPLIES	0	0	0	0	0	1,000	1,000
001.7079.645.000 BINDING	1,178	873	693	2,832	2,832	2,350	2,350
PUBLIC SERVICES 7079 Total	273,544	270,611	345,209	550,183	508,574	516,046	527,200
Library General Fund Total	1,247,670	1,376,223	1,614,276	1,672,643	1,597,842	1,598,074	1,655,922

*In FY 03-04
Children's Bk bldg
combined w/ Adult
for max. flexibility*

21,700

Glendora Public Library is an

Outstanding Value



	Service used	Market Value	Total Value
142,396	Books borrowed (adult)	\$30.00	\$4,271,880
171,903	Books borrowed (child)	\$20.00	\$3,438,060
93,237	Videos, DVDs		
	if borrowed/rented	\$ 3.00	\$ 279,711
	<i>(if purchased</i>	<i>\$25.00</i>	<i>\$2,330,925)</i>
25,679	Music, CDs borrowed	\$19.00	\$ 487,901
22,530	Books on tape		
	if purchased	\$68.00	\$1,532,040
	<i>(if borrowed/rented</i>	<i>\$30.00</i>	<i>\$ 675,900)</i>
4,767	Software, CD ROM, DVD ROM	\$32.00	\$ 152,544
134,950	Computer access	\$11.00	\$1,484,450
60,846	Research assistance	\$ 8.00	\$ 486,768
11,822	Children attending programs	\$ 6.00	\$ 70,932

TOTAL VALUE OF SERVICES USED

\$12,204,286

TOTAL CITY LIBRARY BUDGET

\$1,600,000

Glendora Taxpayers realized 8:1
return on their investment

May 2004

Based on Fiscal Year 2002/2003 figures and current market values

**2004-05 BUDGET
POLICY ISSUES**

DIVISION: Library
REQUEST TITLE: Library Staff Salary Equity

Request Summary

The Library is one of the busiest spots in Glendora. In FY 02-03, staff handled over 1100 people every hour the library was open, 6 days a week. Staff responded to over 60,000 research questions, averaging 23 research questions an hour (that's 1 question every 3 minutes!). Staff interviewed, trained and supervised 475 volunteers. Staff ordered, cataloged and processed 13,553 items. 1500 children attend summer reading club and 117 youth volunteers help to make that program work every summer. Programming for adults and teens continues to expand, building on the Library's role as a cultural center. And that is just the tip of the iceberg. The Library tracks over 78 different usage statistics every month. Glendora Public Library staff is proud to be such an integral part of the community and works hard to keep it that way!

FY 02/03	Library Statistics	FY 03/04 (closed Dec & Jan)
Checked out:	425,739 items; 153 items/hour	379,524 items; 161/hr
Visitors:	326,156 annual; 1,100 people/day	271,242 annual; 1,014 people/ day
Research requests:	60,846 questions; 22 questions/hour	48,758 questions; 20 questions/hr
Child Prog: preschool	169 programs with total attendance of 7,362	171 programs; 6,433 attendance
Child prog: school age	40 programs with total attendance of 4,186	16 programs; 1,338 attendance
Forum activities:	268 events with total attendance 18,472	135 events; 8,670 attendance
Adult literacy:	22 pairs tutored for 560 hrs	12 pairs; 399 hours
Volunteers:		
Adult:	200 people donated a total of 6,355 hrs	Adult: 200 people; 4,704 hours
Youth:	175 youth donated a total of 3,057 hrs	Youth: 125 kids; 2,174 hours

The staff of the library is comprised of 12 full time staff (including the Director) and 23 part time staff. As you can see by the chart below, the library has the highest ratio of part time to full time staff in the city (2 PT to every 1 FT). Working with such a large number of part time staff adds extra work to the full-timers: high turnover, keeping part time staff informed, well trained and up-to-date and 'in the loop'. In addition, staff work with 350-400 volunteers annually to meet the needs of Glendora. And yet the library staff has the lowest compensation.

Full-time/part-time distribution by department

Admin: FT: 9 PT: 0
 City Clerk: FT: 2 PT: 1 (0.5 PT for each FT)
 Finance: FT: 17 PT: 0
 Police: FT: 90 PT: 18 (0.2 PT for each FT)
 Planning: FT: 14 PT: 0
 Public Wks: FT: 60 PT: 0
 Comm. Serv.: FT: 24 PT: 0
 Library : FT: 12 PT: 23 (1.9 PT for each FT)
 (Count based on "Personnel Status Report" dated 1/13/04)

The library mid-management staff is the lowest paid of all the City's mid-managers, barring the administrative assistants. Of the department heads, only the City Clerk's salary is lower than the Library Director. The professional Librarian staff, which requires a master degree for an entry level position, make less than a mechanic, or accountant. Full time para-professional staff make less than a meter reader, tree trimmer, payroll technician or building technician. They must learn to use complicated automation systems, databases, complex organizational

1. The Libraryvillage™ Option: Proceed in the short-run to seek answers or solutions to the above questions. Determine if this project is viable in a present or slightly adapted form.
2. The Alternative Option: If it is determined that adequate funding for construction and future operation is not available or that a site cannot be obtained, then the City could seek to design a less ambitious vision for the Library. Most likely, this might include upgrading the present facility, adding Library services elsewhere in the community through secondary locations, and/or a bookmobile, etc.
3. The Minor Modification Option: At least on the near term basis, reconfigure the Library Staff with some minor additions to better optimize the effectiveness of the present Staff. Add more materials to the collection to bring it more in line with the demand for services.
4. The Postponement Option: Determine that a decision on the Library's future should be postponed, at least at the present time.

In order to keep the Libraryvillage™ option open, Citygate believes that it would make sense to proceed with the preparation of an application for Proposition 14 bond funds. We understand that the deadline for the second opportunity to apply for these funds is early 2003. That would mean that the City would need to proceed in further clarifying the location, scope and size of the Libraryvillage™ project.

Another issue relates to the present library facility. The roof over the Library has leaked ever since the Library Forum building was constructed. A number of unsuccessful attempts have been tried to fix the problem. The general thinking has been that the expansion and contraction of the roof structure/patio over the Library creates cracks and leaks that are inherent to the design of the building.

While this may be the case, we would urge the City to continue to seek a design solution to this problem.

Service Levels and Operations

Annual library output measures from 1994 to 2001 were presented on Exhibit IX-2. This data show that during this time period population figures rose 16 percent, annual circulation rose 6 percent, holdings rose 10 percent, and registrations rose 4 percent.

The Collection

As noted in our comparisons with other libraries, the size of Glendora's book and materials collection is the lowest of all the surveyed libraries. With the high level of use by Glendora patrons, it is not surprising that circulation is very high.

We understand that a recent inventory of the collection revealed that the collection is substantially smaller, possibly 20-40 percent, then what it was believed to be. This is significant given that the collection is quite small compared to surrounding libraries, especially when Glendora's high readership and use of the library is considered. Staff could not provide a reason for the "shrinkage."

While the Library has relied principally on State PLF funds to buy books and materials, the City might want to consider contributing funds to supplement these funds to build up the collection to a more optimum level. For example, Figure V shows that Glendora's books per capita is 1.62,

the lowest of the cities with which Glendora was compared. Bringing this ratio, for example, to the median of 2.49 volumes per capita would increase the collection by more than 50%.

The Library Director might consider preparing a multi-year budget proposing the size and content of this increase in the collection, along with proposed costs for increasing the collection.

Staffing

As mentioned, above, in Exhibit IX-4 Glendora's staffing level was second highest of the cities surveyed--one FTE for every 2,728 citizens. Citygate's review of the Library's staffing complement revealed, however, that under the current staffing pattern, the Reference Desk and Children's Services Desk has to share one professional librarian. The Children's Services Desk is covered by a professional librarian only approximately 25 percent of the time.

Part of the problem stems from the fact that one professional staff member has been on extended sick leave.

It appears that the staffing table of organization is less than optimal, even when adding in the currently absent staff professional. Our observations indicated that professional level librarians did not cover the reference and children's desks as much as either the Staff or Citygate would like to see. Additionally, the span of control of the supervisor managing these functions limited the amount of time for her to adequately manage these functions. One possible solution would be to hire at least one full-time professional in lieu of some of the part-time positions.

Citygate would suggest that the Library Director should make a global analysis of the current staffing in terms of workloads, areas of responsibility, and spans of control to come up with a staffing plan that can be recommended to the City Manager for consideration in the upcoming budget cycle.

Another objective would be to try to optimize the opportunities for career paths and career growth. This would be a positive factor in staff retention, if there were promotional opportunities available. Currently, the lack of career growth opportunities will only increase the turnover of Staff.

Lastly, we recognize that libraries in the Southern California area are experiencing difficulties in recruiting and retaining library personnel. Economic conditions have created a very competitive market.

We would suggest that it would be advisable to review the compensation levels of the various library classifications to insure that they are competitive in the current labor market. Without competitive salaries, it will be even more difficult for Glendora to recruit new staff. Current economic conditions have made professional librarians in high demand.

Additionally, we note that one of the key management positions, the Development and Systems Coordinator position, is being funded by non-City resources from the Friends Foundation. As a matter of good policy, we believe that the City should fund full-time positions, especially key management level positions.

Foundation resources can fluctuate from year to year. It would be far better to use these resources for adding to the collection or for other capital expenditures, while using City resources to pay for staff.

Glendora Public Library Summary Data for July 2004

	Last YR Month	This YR Month	Percent Change	Last YTD	This YTD	Percent Change
<u>SERVICE CONTACTS</u>						
I.7 Hours Open	244	211	****	2,472	211	-91%
A. Library Visitors	33,547	26,207	-22%	271,242	26,207	-90%
A.2 Visitors per Hour	133	117	-12%	1,327	117	-91%
C. Community Contacts*	205	2319	1031%	40811	2319	-94%
TOTAL SERVICE CONTACTS (A+B+C)	33,752	28,526	-15%	312,053	28,526	-91%
<u>KEY SERVICE INDICATORS</u>						
1. Total Registered Borrowers	—	—	—	41,684	45,769	10%
1.2 Library Cards Issued	396	329	-17%	4,502	329	-93%
2. Items Loaned	42,067	33,594	-20%	379,524	33,594	-91%
2.1 Items Loaned per Hour	172	159	-8%	161	159	-1%
3. Requests for Information	5,095	1,934	-62%	48,758	1,934	-96%
C.5 Presentations, Community & Special Events	2	20	900%	61	20	-67%
C.6 Presentations, Community & Special Events - Attendance	156	294	88%	4,308	294	-93%
E. Total Computer Usage	3407	12699	273%	139,122	12,699	-91%
4.9 Children Attending Programs	1215	402	-67%	8,488	402	-95%
E.5 Library Home Page Views	1,845	1,802	-2%	21,295	1,802	-92% ***
<u>SPECIFIC SERVICE INDICATORS</u>						
<i>(included in above totals)</i>						
A.4, A.6 Total Forum Attendance	1480	435	-71%	1480	1850	25%
3.3 Fax, Mail & E-mail Requests for Information	10	0	-100%	10	0	-100%
3.2 Telephone Requests for Information	242	28	-88%	242	28	-88%
3.1.3 Percent of In-Person Questions - Complex Questions	113	23	-80%	113	23	-80%
4.1 Children's Requests for Information	977	957	-2%	977	957	-2%
D.1 Literacy Students Served (Currently Active)	22	11	-50%	22	11	-50%
D.2 Literacy Hours Tutored	38	25	-34%	38	25	-34%
E.2 Internet Users	2729	2945	8%	2,729	2,945	8%
E.3 Electronic Resources Users	646	553	-14%	646	553	-14%
E.4 Web Links Collection Views	9,182	15,528	69%	9,182	15,528	69%
F.2 Volunteer Hours	786	639	-19%	786	639	-19%
G.1, G.2 Fines/Fees & Vending Fees Collected	\$4,950	\$4,194	-15%	\$5,823	\$4,194	-28%
H.1 Items Owned (snapshot)	—	—	—	129,542	139,151	7%
I.6 Percent of Collection Overdue (snapshot)	4%	4%	0%	—	—	—
2.3 Percent of Collection Checked Out (snapshot)	32%	24%	-8%	—	—	—

* 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

****Library only open for one week in December-safety retrofit

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

MCLS ADMINISTRATIVE COUNCIL MEETING SCHEDULE

2004/05

- ~~Thursday, July 22, 2004~~ ~~Glendale Public Library~~
~~222 E. Harvard St.~~
- Thursday, July 29, 2004 El Segundo Public Library
111 W. Mariposa Ave.
- * Thursday, September 23, 2004 Redondo Beach Public Library
Joint Council/SAB Meeting 303 N. Pacific Coast Hwy.
- Thursday, December 2, 2004 Oxnard Public Library
251 South A Street
- Thursday, January 27, 2005 El Segundo Public Library
111 W. Mariposa Ave.
- Thursday, March 24, 2005 Malaga Cove Branch Library
Palos Verdes Library District
2400 Via Campesina
- * Thursday, May 26, 2005 Torrance Public Library
Joint Council/SAB Meeting 3301 Torrance Blvd.

Meetings are usually held from 10 a.m. to 12 noon.

Meetings may need to be rescheduled if there are conflicts with other major events.



Glendora Public Library Events

August 2004

16 7:00 p.m. Library Board meeting - Library Board Room

September 004

6 Labor Day – Library closed
13 Storytime starts up again
13 7:00 p.m. Books Alive! Discussion Group: *The Adventures of Huckleberry Finn* by Mark Twain
14 7:00 p.m. Author Visit Elizabeth Pomeroy – Library Main Floor
20 7:00 p.m. Library Board meeting - Library Board Room
22 Glendora Day at the LA County Fair

Ongoing Events

**All Story times are cancelled starting July 28th due to the Plaza Project-
Storytime will start up again September 13th**

"Time for Tykes" for preschoolers-Tuesday & Wednesdays 10:30 a.m.

"Family PJ Story Time" - every Wednesday - 7 pm

The third Wednesday of every month is **craft night** at "Family PJ Story Time"

"Mother Goose Story Time" for infants & toddlers- every 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, 2nd Thursday of every month during school year, Whitcomb High School

Foundation Executive Board Meeting

July 16, 2004 @ 7:00 a.m. Library - Main Floor (need new date)

Foundation Quarterly Board Meeting

October 19, 2004 @ 7:00 a.m. Library – Bidwell Forum