

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

Library Conference Room

**November 15, 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 October 18, 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 Meetings with City Council-reports

President Slakey to lead discussion on City Council contact

6.2 Centennial Update-Closing Ceremony status report

Doug Hodson to report

6.3 Library Board Goals FY 04-05 - action item

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

7. NEW BUSINESS

7.1 Library Goals-FY 05-06- Initial discussion

Library Director to begin discussion

7.2 Library Maintenance & Trustys – action item

Library Director to report

7.3 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

9. CLOSED SESSION

Personnel issues related to Library Director

10. ADJOURNMENT

Minutes
CITY OF GLENDORA
LIBRARY BOARD OF TRUSTEES – Regular Meeting

Library Conference Room
140 Glendora Ave.

October 18, 2004
7:00 p.m.

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

Board members present: John Jackson, Sylvia Slakey, James Theel, Doug Hodson

Board Members Absent: Sandra Freeman

Staff present: Robin Weed-Brown, Library Director; Mary Pat Dodson, Acting Secretary;

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 (Jackson/Theel) to approve Minutes of meeting of September 20, 2004, with the following corrections. Under Unfinished Business: Slakey did meet with John Jackson for a discussion of the salary review, however, the indicated meeting on this topic was with Councilman Tessitor.

REPORT OF LIBRARY DIRECTOR

Weed-Brown introduced Pam Vermons, newly appointed SAB Representative. Board Members introduced themselves to Vermons. Vermons reported on her attendance of the Sept. 23 MCLS meeting in Redondo Beach. A highly discussed topic was Beverly Hills' and Torrance's decisions to place their libraries under the direction of their Parks & Recreation Depts. Weed-Brown she was familiar with this experimental concept and in most cases that decision is reversed - it does not work. Vermons relayed that these cities thought they might save budget monies by having one Director overseeing both departments. Attendees discussed fundraising ideas; Vermons has a copy to share with the Board. Slakey extended a warm welcome to Vermons and gave her the opportunity to ask questions. Vermons commented that she had an enjoyable time at the meeting.

Weed-Brown continued her report by sharing photos from the Merida Event with Board Members. Weed-Brown reported that the event went well; there were 45-50 in attendance. One of the group photos was taken in Bidwell Forum in front of the mural Merida had previously given to Glendora. Bam Bam Barbeque catered the Friday evening dinner. The Saturday lecture was attended by approximately 30 people, however, more people came throughout the day for the exhibit, and the Merida visitors were here all day Saturday. Weed-Brown took the Merida group for a tour of the Glendora Historical Museum on Sunday. Weed-Brown expressed gratitude for the Transportation Dept.'s offer to provide service. Jim Henderson, with L.A. Works, utilized Prop A funding which saved the Library about \$700. Slakey inquired whether they had actually made an offer of the service and Weed-Brown responded that they had.

Weed-Brown informed the Board that the Plaza shade structures are up, though they are not yet painted. They will be a dark brown similar to the circulation office trim. Portions of the light structures have arrived; the remaining parts will possibly arrive next week. Weed-Brown showed the board pictures of the trash receptacles and wooden benches which have been ordered. An additional trash receptacle and bench were ordered for the area in front of the library.

Weed-Brown told the Board that following recent rains, staff had hoped to come in to a dry library since repairs had been completed. Unfortunately, there was a new leak in the mystery section. Jeff, of the construction company which completed the Plaza work, came in immediately to inspect the leaking area. It appears to be a different leak, possibly in one of the towers above Plaza level. Weed-Brown reported that water had also been inside the front lobby upon opening due to a tiny square hole at the bottom of the

door. A few stained tiles were noted, and Pankow will verify whether or not these are new stains. On a positive note, the repaired area was dry.

Weed-Brown commented that it was possible the towers had been shaken during the Plaza repairs, but there is no way to ascertain this. Hodson inquired whether or not there had been any leaks in the tower area before. There have been, and they have been sealed once or twice since Weed-Brown began her Directorship.

Weed-Brown informed the Board of a call she had received from about use of the Bidwell Forum by a "religious" group. The caller expressed concern that the Christian Scientist's Workshop to be held in the Bidwell was a violation of the separation of church and state. Weed-Brown responded that the meeting was not to be held in the library, but in a meeting room upstairs, and offered to send the caller the policy guidelines. The caller declined the offer. Weed-Brown told the caller, who is assumed to be in the community, that she would check with the city attorney within the week. Weed-Brown gave Wayne Leech, City Attorney, the Bidwell form and a copy of the policy. Leech felt that the policy was fair and equitable; since the Christian Scientist's are a non-profit group, they qualify. He will write his findings for Weed-Brown. When the woman called back, Weed-Brown gave her the information from Leech, as well as his name and telephone number. The caller indicated that the library would be hearing from some national organizations about this situation. Slakey and Weed-Brown had invited the woman to meet with them, however, she declined. Weed-Brown wanted the Board to be informed in case of controversy. Jackson inquired whether the caller was a member of the community and whether she had a library card. Weed-Brown said her name is not in the library database. The caller had read the ad in the Mountain View paper.

Theel and Jackson expressed personal reactions to the issue. Theel commented that the Supreme Court has established open access, and that the separation of church and state is actually an issue of the *establishment* of religion. Hodson wondered if the caller's concern centered on *any* religious group using the Bidwell or only the Christian Scientists. Some discussion ensued on how the workshop ad was worded. Hodson pointed out that per policy open access applied as long as the group meets criteria.

Weed-Brown invited further questions or comments about the Director's Report. Slakey commented on the reopening of the Reference Office. It looks nice and it is good to see it occupied and settled once again. Slakey noted that the Summary Data showed a drop in the requests for information. Weed-Brown pointed out that some of the decrease is due to staff losses...when a desk isn't staffed, questions cannot be asked and answered. Library closures and construction were other factors. Weed-Brown told the Board that Cindy Romero and Carolyn Thomas had given a library tour to a Duarte classroom which had come by school bus. Weed-Brown's report included output measures. Theel suggested footnoting the affected statistics to indicate closures for future reference. Theel inquired about the decrease in annual visits and the fluctuation in title fill rate. Weed-Brown mentioned a possible patron survey and cited possible causes of reduced budget, longer wait list on bestsellers and noted the browse fill rate was higher, indicating patrons did find items, if not the ones they specifically came for.

UNFINISHED BUSINESS

Meetings with City Council

Hodson reported on a wonderful conversation with Councilman Gary Clifford, who had indicated support for the one on one method of sharing information with Council. Sunflower had not been discussed, possibly next time. Slakey was pleased to hear of this positive response. Weed-Brown offered meeting space in the library if needed.

Centennial Update

Hodson reported that the yearlong celebration is almost over. The Merida visit has taken place and the Bruce Sievers event will be Nov. 10. Planning for the closing event on Dec. 4 is going well. He will continue to contact the Chief about the Native American Ceremony. Hodson told Chris Cravens to go ahead and include it in the promotion.

Library Board Goals

Slakey expressed her desire for the Board to remain true to its goal of advocacy for the library. She noted that the formal goals of the Board as a unit are in addition to the individual goals of each member. Slakey spent a few moments filling Vermons in on recent Board issues relating to these goals. Formal written goals are attached, and include individual meetings with City Council Members; participation in meetings and activities with the Friends Foundation; individual attendance at City Council meetings. Regarding the third goal, Theel will attend the Council Meeting on Tuesday, October 26. Slakey and Hodson discussed the unstructured tone of attendance. The objective is presence, although, if there is something the Board really wants to communicate, it can be used as a forum.

Weed-Brown requested the presence of the Board members at the Tues., Dec. 14 Council Meeting. If the Sunflower Grant comes through, it will be the first opportunity for the City Council to accept the grant unless a special meeting is called. Further attendance will be discussed in the future.

NEW BUSINESS

Library Events Calendar

A revised Calendar of Events was provided for each member, and Slakey pointed out the Bruce Sievers event on Wed., Nov. 10 at 7:00 in the Bidwell Forum.

CALTAC Workshop

Theel reported on his attendance at the CALTAC Workshop at Cerritos. He had a very good time. Speaker Joan Frye Williams was very good. The workshop was designed specifically for trustees. Informational handouts are attached

Holiday Hours

Following discussion on this topic, the decision was made to monitor this year's holiday attendance for use in considering next year's holiday hours. It was **MSC Slakey/Jackson** and the vote was unanimous to approve the following: Thanksgiving Eve, November 24, close at 5:00 p.m.; Christmas Eve, December 24, closed due to Saturday holiday; New Year's Eve, December 31, closed due to Saturday holiday.

BOARD MEMBER ITEMS

Agenda Planning Calendar

Weed-Brown indicated November would bring the 1st Board discussion of the 05/06 Budget; Freeman will report on Cards for Kids and her individual meeting with a Council member; there will be a follow-up on both the Trusty Memo and Salary Report, as well as discussion on member attendance at Council meetings.

Board Member Items

Hodson thanked Weed-Brown and the library for offering to sponsor a Blood Drive to be held on Nov. 3 by the Red Cross. Weed-Brown and Slakey each thanked Vermons for her attendance and report, and extended an open invitation to attend Board Meetings. Vermons inquired about material donations, such as benches, to the library. Weed-Brown told her they do not directly affect the library budget.

ADJOURNMENT

There being no further business, meeting adjourned at 8:50.

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
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Glendora, CA 91741

MEMO

To: Board of Library Trustees

From: Library Director 

CC: City Manager

Date: November 15, 2004

Re: Director's Report

Community

Well it has been an interesting month as most of you know!

The BIG EVENT of course was the "Flood of '04"! In our first big rain storm of the year somewhere between 3-5 inches of rain fell in one night. The result was a flooded library. Approximately two thirds of the main floor of the library was under about an inch and a half of water when we entered the building on Oct. 20th. There were several contributing factors to the flood: the heavy rains; a sump pump that couldn't keep up with the deluge and hadn't been cleaned out recently; gutters not cleaned out (these were jobs trustys did and prior to that we had a staff person in Public Works assigned to monthly clean and check on the sump pump but that person was reassigned); the new building addition to the Police Dept. facility had a drain pipe that dumped water onto a dirt patch and then flowed down the steps and into the library's sump pump; and a library building whose entrance is below ground level. Most of these issues have been addressed. The library's public areas were reopened around 2pm on Monday Oct. 25. Staff areas took a few days longer to get access to.

Damage could have been much worse than it was. Thanks to the fast reacting Carlos Baffigo, who had the wet vac out within minuets of arriving at work, help from 3 staff from the Water dept. and of course our dedicated library staff that pitched in the moment they arived the carpet survived and less than \$1000.00 in materials were lost. We had great help from local Glendora businesses as well that came to our aid as quickly as they could.

Library patrons are being surveyed in November. The first survey is on our databases and if they are interested in training classes. We are also monitoring printer problems to be able to more closely identify where the on going problems are. We also have designed a survey on the collections and will probably do that survey in late winter – early spring of 2005. The two public surveys will help us with our materials budget and patron use patterns. Carolyn Thomas has designed and is implementing the surveys and Ted Taylor created excel spreadsheets to track the responses- both harder to do than they may seem!

We had many events for our youth in October. Creepy Cuisine, Spooky Stories, and Teen Read Week all which went on with a slight delay during the flood week. Thank you to Sandra Freeman and Jim Theel for their participation with Spooky Stores under the Stars. Due to the flood this event was moved back down to the children's area instead of up in Bidwell (which was full of materials drying out!). Councilmen Tessitor and Conway attended as well as Mrs. Conway. Councilman Herman was going to attend but a family emergency came up requiring his presence.

The Plaza project is basically complete. The shade structures have been built, painted and lights attached; light poles are up and functioning; benches and trash receptacles are still on their way and should arrive sometime in November

Staff

I want to commend all of the library staff for their efforts during our flood. They all pitched in, moving books, furniture, tables, exhibits-you name it, they moved it!- twice! We also had help from some very special husbands, Bob Deering and Tom Cravens who were here helping with the moves and Steve Slakey who helped with the historical exhibit. One husband commented that it should be written into some job descriptions that husbands are also on tap as needed!

The Library Aide III position closed Oct. 1st. We received 61 applications. 13 were interviewed initially on Oct 28th. 4 were invited back for a second interview on Nov. 8th. An offer is pending.

Our internal promotional opportunity for our Children's Librarian position resulted in Cindy Romero being appointed. For one year she will be on probation as a Librarian I and at the end of that year and the attainment of her MLS (spring 05) she will move to a Librarian II.

The vacant mid-manager position for the Development office closed on Nov.5th. We had 22 applications. I am currently reviewing for interviews.

Elke Cathel returned from maternity leave on Nov. 3rd! We were so grateful for her return-not only for her expertise but for her smiling face and positive attitude-welcome back Elke!

A call was put out to all staff city-wide to help out at polling places this year. Anne Pankow signed up and spent a long and tiring 16 hour day serving democracy. Way to go Anne! Anne is slated for surgery in mid-November with a return date in early Jan. 05.

Director

What a month - floods and Sunflower! On Nov. 10th I joined the City Manger and COUSD Sunflower principal Jon McNeil in Sacramento to promote our Sunflower project to OLC board representatives. We will see on Nov. 29th if we were successful or not! I did get to meet interim COUSD superintendent Norm Kirschenbaum. Norm is very supportive of our project. At that same meeting however I learned that Mark Hansberger, who has been my closest partner on this project for the last 3 years, had accepted another position in a different district and his last day was Nov.5th!! If there wasn't always a hurdle to overcome I don't know what I would do!

A reminder that I am at a Library Administration and Management (LAMA) conference in Palm Springs Nov 18-21; in San Luis Obispo Nov 24-27 and in Sacramento Nov 27-30. I'll be back for our Centennial closing ceremony on December 4th- be sure to mark your calendars for this final event. I do not have a date yet for my surgery but it is looking like February at this point in time.

Division Monthly Reports

Glendora Public Library
(626) 852-4891

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

To: Robin Weed-Brown

From: Carolyn Thomas, Anne Pankow, Cindy Romero, Kathleen Mason, Ted Taylor

Date: October 2004

Adult Services/Reference

Carolyn Thomas

Cindy Romero has been hired as a full time Librarian I effective November 8, 2004. Cindy has been working on a part time basis since August 2004 and has done a terrific, energetic job in the Children's room providing story times, ordering and replacing children's books and planning other children's programs. We welcome Cindy to our library.

On October 19, I went to the Friends Foundation meeting to report on the \$33,000 gift they gave to purchase books for our collection. This generous amount has allowed us to update the Career & Test area, purchase new Newbury and Caldecott award books for children, begin a current Consumer Health collection, new travel books and videos and purchase *The Encyclopedia of Art*, (the last set purchased was in 1959!). We have expended about 2/3 of the gift thus far and are appreciative of the added value to our collection.

October had several happy events. Teen Read Week, organized by Gaetano, was held from October 18-30. 36 teens turned in book reviews to receive a \$5 certificate to In n Out; an additional 10 received a SAT prep guide through a drawing. In the children's department, over 100 children created ghoulish delights in *Creepy Cuisine*. *Spooky Stories* held on Oct. 27 at 7 pm featured Councilmen Tessitor and Conway (Marcia Conway too!) as well as Library Trustees Sandra Freeman and Jim Theel as storytellers. Little Red Riding Hood and Minnie Mouse also lent a helping hand. All children who attended storytime the last week in October were able to "trick or treat" around the library. Many staff members contributed to the success of these programs including: Mary Pat Dodson, Lanette Granger, Gaetano Abbondanza, Cindy Romera, Alpha Liu, Abi Ellis, Michelle Pasillas, Rebekah Wilson, and Diana Nicosia.

Carolyn and Ted attended training on October 7 in Ontario for a new database titled *First Search*; this database allows staff to perform one stop searching for materials in libraries both local and national. It also offers access to citations in a number of databases we do not currently own.

All staff worked hard during the flood to move wet items out of harm's way and then to move it all back again! I appreciate the efforts of all who helped. Robin provided some fun staff lunches during this time to keep spirits up. The Reference Office is now open and we held an "Office Warming" on Oct. 21 for all staff to come see our new set up. Even Rebecca Simjian and her new baby Christopher dropped in to say hello.

Circulation

Anne Pankow

Who would have thought that one little rain storm would cause so many problems here in the library? As I was taking my husband's aunt to an orthopedic doctor in Riverside to get a cast on her broken ankle, the staff was busy dealing with a huge flood in the library. Library staff, husbands of staff, public works staff and janitorial staff worked diligently to vacuum up all the water, move everything off of the floor and take as much as possible up to the Forum to dry out. It took 5 days for a huge dehumidifier to remove all the moisture from the main floor of the library before the library could reopen. Thank you to Vicky Theel for help on the first day of the flood. Carlos Baffigo did a great job of handling the situation in my absence. He had the situation under control by the time I returned to work on Thursday. Public works staff has reassured me that this will never happen again.

Children's Services/Youth

Cindy Romero

Story times continued on a weekly basis with 497 people attending during the month of October. Story times are offered 4 times a week, Tuesday, Wednesday, and Thursday mornings at 10:30 and Wednesday evenings at 7. Ms. Bonnie's story time on Wednesday morning is taped for the local cable channel. Mary Pat's Wednesday evening is a family PJ story time. Thursday morning is for infants and toddlers. We also gave 2 school tours during October for 72 people.

We have several special events during October that were sponsored by the Friends' Foundation. Creepy Cuisine took place on October 14 and 28 for 100 children. Spooky Stories was on October 27 for 66 people. We were lucky to have Councilmen Conway and Tessitor, and Board Trustees Sandra Freeman and Jim Theel join us to read to the children. During the week of October 25, children who attended regular story times trick or treated around the library.

Currently, we are participating in the In-n-Out's Food for Thought Program. When children read 5 books, they are eligible to receive a certificate for a free hamburger. We have over 250 children signed up for the program. This program will run through November 20. During the week of November 15, we will be celebrating Children's Book Week. Children who return a book review card will receive a small incentive.

During the month of December, we will be hosting Stories with Santa on Tuesday December 7, and Wednesday December 8. We are also planning a program for children to build their own gingerbread houses on December 9.

On display this month in the children's room is a collection of Little House on the Prairie Dolls. Mary Pat has been creating some beautiful bulletin board displays.

We have had 9 youths volunteering in the children's room weekly, for a total of 47.5 hours during October.

Development & Education Services

No report at this time.

Support Services

Ted Taylor

The upgrade to Polaris 3.1 was successful and the staff is busy using the new system. Having survived the 'flood' of 2004, Support Services is preparing to deal with the flood of titles being received. Carolyn's schedule of selector's weekly submitting orders is bringing in waves of titles. I will be meeting with my staff to discuss ways of handling this increase in processing.

No computer equipment was damaged by the flood; however some computers needed to be removed in order to protect them. One important computer--the one that 'telephones' our patrons to tell them 'the library material that you've requested is now available' as well as reminding them 'that you or someone in your household has overdue library materials'—was rescued from the floor of the Circulation office. This computer was turned off on Wednesday, Oct 20, 2004. No telephone calls were made while we were closed (Wed 10/20 – Mon 10/25). When we reopened at 2 p.m. on Monday, Oct 25, 2004, the computer was turned back on. Also no fines were incurred while we were closed. These days were coded as 'closed' days and no fines were generated as a result.

Glendora Public Library Summary Data for October 2004

	Last YR Month	This YR Month	Percent Change	Last YTD	This YTD	Percent Change
<u>SERVICE CONTACTS</u>						
1.7 Hours Open	248	196	-21%	962	881	-8%
A. Library Visitors	29,886	21,564	-28%	109,273	92,671	-15%
A.2 Visitors per Hour	119	109	-8%	113	105	-7%
C. Community Contacts*	219	307	40%	2498	4222	69%
TOTAL SERVICE CONTACTS (A+B+C)	30,105	21,871	-27%	111,771	96,893	-13%
<u>KEY SERVICE INDICATORS</u>						
1. Total Registered Borrowers	—	—	—	42,698	46,843	10%
1.2 Library Cards Issued	330	336	2%	1,526	1,420	-7%
2. Items Loaned	34,514	28,067	-19%	145,302	123,846	-15%
2.1 Items Loaned per Hour	139	143	3%	39	35	-9%
3. Requests for Information	5,499	3,632	-34%	20,275	13,404	-34%
C.5 Presentations, Community & Special Events	6	1	-83%	14	23	64%
C.6 Presentations, Community & Special Events - Attendance	175	43	-75%	1,334	430	-68%
E. Total Computer Usage	14407	23174	61%	49,784	80,021	61%
4.9 Children Attending Programs	1009	735	-27%	3,643	1,549	-57%
E.5 Library Home Page Views	1,756	2,072	18%	7,007	7,454	6% ***
<u>SPECIFIC SERVICE INDICATORS</u>						
<i>(included in above totals)</i>						
A.4, A.6 Total Forum Attendance	1110	485	-56%	3850	2445	-36%
3.3 Fax, Mail & E-mail Requests for Information	36	1	-97%	64	17	-73%
3.2 Telephone Requests for Information	232	183	-21%	905	783	-13%
3.1.3 Percent of In-Person Questions - Complex Questions	234	140	-40%	570	427	-25%
4.1 Children's Requests for Information	1264	1029	-19%	3,949	3,223	-18%
D.1 Literacy Students Served (Currently Active)	15	7	-53%	80	32	-60%
D.2 Literacy Hours Tutored	27	32	19%	137	113	-18%
E.2 Internet Users	2907	2856	-2%	10,839	12,199	13%
E.3 Electronic Resources Users	1040	1135	9%	3,440	3,367	-2%
E.4 Web Links Collection Views	10,365	19,078	84%	35,347	70,596	100%
F.2 Volunteer Hours	520	353	-32%	1,835	1,772	-3%
G.1, G.2 Fines/Fees & Vending Fees Collected	\$5,820	\$5,103	-12%	\$21,345	\$19,184	-10%
H.1 Items Owned (snapshot)	—	—	—	131,775	140,385	7%
I.6 Percent of Collection Overdue (snapshot)	4%	4%	0%	—	—	—
2.3 Percent of Collection Checked Out (snapshot)	26%	20%	-6%	—	—	—

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.

* 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.

Goal: The Library Trustees will serve as active, visible advocates for the library to the greater community.

Objectives

- 1. By December 2004, each Board member will meet with at least one member of the Glendora City Council to communicate the value, vision, and needs of the library.**
- 2. By June 2005, the Board will have participated in meetings and activities to develop closer ties and sharing of information with the Friends Foundation.**
- 3. By June 2005, each Board member will have attended at least one City Council meeting, sharing current library information and concerns.**



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MEMO

To: Board of Library Trustees
From: Robin Weed-Brown, Library Director
Date: November 15, 2004
Re: Library Goals, FY 05-06

It is time to start discussing goals for the upcoming year. Of course the outcome of the Sunflower grant is a big question mark at this time. The City Manager is requesting goals be done in a certain layout and I will attach a copy of the layout for your review. This new format will lead the way for a different way of doing goals for the Library with a more divisional approach as opposed to a more general approach.

The mid-managers are beginning to discuss with their respective divisions to get staff input.

DEPARTMENT OF PUBLIC WORKS						
2004-05 Goals & Objectives						
		Timeline	Responsibility	Status		
Administration						
Written Policy/Streets/Maintain System		Within 6 months	Richard	50% complete		
Evaluate results of customer service questionnaire		Within 12 months	Dave	Pending questionnaire implementation		
Continuing education for managers		Bimonthly	Dave	80% complete		
Evaluate in-house vs. contract plan review		Within 6 months	Dave	50% complete		
Update admin. policies & develop procedures		By end of fiscal year	Dave	15% complete		
Written Policy/Private Streets		Within 6 months	Richard	50% complete		
Encroachment Permits for all permanent encroachments		Within 6 months	Dave	50% complete		
Building Division						
City Hall Electrical Upgrade		Within 8 weeks	Judi/Dave	70% complete		
City Hall Fire Alarm Installation		Within 4 weeks	Judi/Dave	90% complete		
Basement & Restroom Retrofit		Within 8 weeks	Judi/Dave	70% complete		
Library Plaza		Within 4 weeks	Judi/Dave	85% complete		
7-10 day turnaround for minor plan reviews;		Maintain	Judi	Maintaining 80% of the time		
30 day turnaround for major projects		Maintain	Judi	Maintaining		
In-house plan review/inspection training		Within 6 months	Judi	80% complete		
One day inspection following requests		Maintain	Judi	Maintaining		
Purchase & implement permitting system		By end of fiscal year	Judi	20% complete		
Update web site to assist public		Within 6 months	Judi	25% complete		
Develop 10 standards for public distribution;		By end of fiscal year	Judi	20% complete		
Publish monthly Code articles in local papers		By end of fiscal year	Judi	0% complete		
Complete ADA training for inspection & plan review for Engineering Division		Within 3 months	Judi	80% complete		
Solicit 50 additional responses to questionnaires		By end of fiscal year	Judi	35% complete		
La Fetra Structural Upgrade		By end of fiscal year	Dave/Judi	5% complete		
Library HVAC System		By end of fiscal year	Dave/Judi	5% complete		
Street Division						
Implement software (work orders)		12/31/2004	John/IT	10% (Back to the drawing board)		
Instal network car system		12/31/2004	John/Bill	50% complete		
Complete vehicle replacements 0/4-0/5		1/30/2005	John	70% complete		

Public Values: Walkabout

By Joan Frye Williams

Public Values: Service

- Welcoming
- Comfortable
- Easy to Navigate
- Successful
- Efficient
- Up-to-date
- Convenient
- Fun

Welcoming Service

- Well marked
- Views in
- Physically accessible
- Multilingual
- Staff reflects the community
- Invite new customers in
- Recognize returning customers

Comfortable Service

- Clean
 - Clutter overwhelms people quickly
- Full spectrum lighting
- Generous aisle space
 - Linger and Browse outside main aisles
- Variety of seating
- Views out
- Quiet and lively zones
- Food & Drink
 - Brew it and they will come

Easy to Navigate Service

- Simple on the surface
 - Staff's job is to make the patrons experience easy, allow patron to drill down if need to
- Obvious starting place
- Situational signage

- “Reference”?
- Merchandised floor plan
 - Milk is at the back
 - Murder mysteries are the “milk”
- Visible Products
- Uncluttered environment
- Easily identified staff who can help

Successful Service

- Well-attended destination
 - Will back a winner
 - Success brings success
- Well-maintained facilities
- Satisfied Visitors
- Committed staff
- Great place to work
- Extra touches
 - People know what the minimum is, need to go the extra

Efficient Service

- Self-Service
- Express Service
 - Shows you value peoples time
- Point-of-sale service
 - Takes service to patron
- Minimal waiting
 - Staff as facilitators not gatekeepers

Up-to-Date Service

- Changing exterior
- Mainstream technology
- Tech-savvy staff
 - Dub about technology, dub about what comes out of it
- Up-to-date décor
- Roving customer service
- Consistent Brand
 - Everything is brought together – Not a hodge-podge

Convenient Service

- Consistent hours
- Near other services

- Reservations
- “Continuous loop” offerings
- Accommodation for users’ own equipment
 - Make or break is convenience not what have

Fun Service

- Pleasurable, even playful environment
- Upbeat staff attitude
- Focus on benefits, not restrictions
- Spontaneity
- Humor
- Treats and giveaways

Marginalized or Mainstream?

The Library's Place in Community Life

By Joan Frye Williams

- We are not the sole judges of the value of what our libraries provide
- Libraries have serious competition from Barnes & Noble, Borders
- People remember their 7th grade library experience where "No" was the standard answer
- People look for a place to live based on schools, lack of crime, shopping and schools not libraries.
- Need to make library as important to people as recreation.
- Library is as important to users as recreation is. Need is to make it important to non-users and reason for people to move to Glendora and make library part of their life.
- What building looks like says to people what is on the inside. If looks modern then what is on the inside is modern.
- Trustees are link to "normal"
 - Don't become librarian
 - Don't learn how it works
 - See library as civilians see libraries
 - Listen to what "normal" have to say
- Need to make library worthwhile, a desired good and service, meet people at their need
 - Video's
 - Books on Tapes
 - Tell people in \$ what they are taking out of the door
 - Libraries have volume, of what value is the library to the people of Glendora
 - Notice people who are big user
 - Offers work experience to youth
 - Library for HS students
 - What service does it provide the citizens
 - Take service to business
 - Seminars on use of databases, improve commute time productivity and learn how to research topics of interest to job searchers, product development

- Importance to educating of children, improve reading etc.
- Sunflower major part to help the education of children
- Water, healthy snacks, opportunities for informed conversations about health and wellness topics
- Well maintained building, drive-up visibility, after school programs, exterior lighting
- Promote local arts, place to go to find out about arts, art in public places, get acquainted with arts
- Recreation
 - Make mind & body connections, connect with recreational programs
- Warning, Library traditions may conflict with community expectations and public values
 - Library best practices might not be what citizens want. We are in a consumer-oriented society, home delivery, calling in orders, check on things from home
- Acknowledge power of 7th grade image
- Advocate in terms of your listener's concerns, not the library's
- Leverage existing assets
 - Move from worrying about what don't have to use what have to best advantage, something new and interesting with what have
- Look to horizon, entrepreneurial spirit
 - Think big-push
 - Trustee, don't work on small things
 - Don't worry about failing
- People have choices
 - Watch the competition
 - Milk is in the back for a reason
 - What don't you like about stores
 - Merchandise arrangement
 - Clear signage, "Reference"



Glendora Public Library
(626) 852-4891

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

Glendora, CA 91741

7.2

MEMO

To: Robin Weed-Brown, Library Director
From: Anne Pankow, Customer Service and Facilities Manager
CC: Eric Ziegler, City Manager
Date: 11/9/2004
Re: Library Facility Maintenance and Trustys

RECOMMENDATION

There are 2 areas of concern for the library due to the unreliability of the trusty program - supplies and staffing. The following recommendations outline options for your consideration.

1. Supplies – 2 Options

- A. Library orders and stores all library supplies. The police department has ordered all the library's supplies since the trusty program began. I recommend that the cost of the library's annual cost of restroom and cleaning supplies be determined and that amount *be transferred from the police department's budget to the library's budget*. It is more efficient and more appropriate for library staff to order supplies for the library. This would not require additional funds.
Budget Increase: no extra cost; (funds would need to be transferred from police department budget to library budget)
- B. The police department continues to order library supplies and library stores the supplies. The library will house all library cleaning and restroom supplies (even if purchased in bulk for entire city).
Budget Increase: no extra cost

2. Staff – 4 Options

- A. Hire a full-time library staff person. This person would perform all the duties that were formerly done by a trusty. The city has a full-time position called Maintenance Worker (Range 637). City payroll staff calculated the annual salary at step B at \$46,441 which includes all benefits. The library would no longer contract out for janitorial services (a cost of \$20,484 annually).
Budget Increase: \$25,957 annually Total Annual Cost: \$46,441 (one full-time staff person)
- B. Hire a part-time staff person for 20 - 25 hours a week at \$8.74 per hour to perform all the tasks needed to maintain the library facility, including emptying trash daily. The city has a part-time position called Maintenance Aide I which would be an appropriate level for this type of job. The library would continue to contract out for janitorial services, except emptying trash daily, at a cost of \$15,804 annually.
Budget Increase: 25 hrs per week @ \$8.74 x 52 = \$11,362 annually
Total Annual Cost: \$27,166 (janitorial service and one part-time staff person)
- C. Expand current contract with a commercial company. The library is currently paying \$15,804 annually for a janitorial service 6 days a week to clean and stock the 4 restrooms, clean the lobby floors and stairs, vacuum parts of the library including the Forum, and perform light dusting and cleaning as

needed. This price does not include the extra cost for emptying trash daily. The janitorial service quoted an hourly rate of \$16 for a person to perform all the other duties that were formerly accomplished by a trusty, including emptying trash daily. This would be in addition to the cost of the janitorial service.
Budget Increase: 25 hrs per week @ \$16 x 52 = \$20,800 annually
Total Annual Cost: \$36,604 (all services contracted out to a commercial company)

- D. Do not hire a person to perform all the duties previously done by a trusty. The facility will deteriorate without regular maintenance. Current staffing cannot absorb the trusty duties.

BACKGROUND

The trusty maintenance system has been in place since the current facility was first built in 1972. This system consisted of trustys performing building maintenance and all cleaning services such as cleaning and restocking supplies in all 4 restrooms, grounds upkeep, minor repairs of equipment and facility, painting when necessary and changing light bulbs. Also, as part of the original agreement, all restroom and cleaning supplies and light bulbs would be purchased by the trusty supervisor from Police Department budget.

The trusty maintenance system was considered more cost effective than contracting these critical and necessary services to commercial companies. Since that time, the services provided by trustys have diminished due to the reduction in the number of trustys available. In 2000, the trusty program became increasingly unreliable and the library had to hire a commercial daily cleaning service to clean and stock the public and staff restrooms, vacuum the library and Forum and clean the lobby floors. Trustys were still used for numerous miscellaneous repairs, Forum setups and other custodial tasks which are required while the library is open. By February 2004, the services of a trusty were minimal. A trusty emptied trash, brought over supplies from the police department and set up the Forum for meetings as needed. In September 2004, the library was notified by the police department that the trustys were no longer available to the library. The library had to start paying the janitorial service an additional \$345-\$390 per month (\$15 per day) to have the trash emptied daily.

The library is open to the public 55.5 hours per week. There is an average of 1,100 patrons visiting the library each day. The restrooms are used all day long, even before the library opens at 10:00 am. There are 4 weekly story times. The Bidwell Forum has an average of 15 groups meeting each month. This heavily used public facility requires daily cleaning and maintenance to keep it hygienic and safe for everyone who uses it.

Now the situation has become critical. The library no longer has a trusty to perform the variety of necessary tasks on a daily and weekly basis. These tasks include:

- Emptying trash – when the trusty program started it was agreed that the trash would be emptied twice a day Monday – Friday and once on Saturday by a trusty. As the number of trustys diminished it went down to once a day. The library's janitorial service will now empty trash once a day for an additional \$345 - \$390 per month. It takes over an hour to empty all the trash containers in the library.
- Cleaning the area where the city dumpsters are kept- this area needs to be cleaned at least once a month because trash from all city departments spills over constantly.
- Forum set up and breakdown for each group that meets in the Forum – this is a service that the library has provided for all groups that meet in the Forum. There were approximately 200 groups that met in the Forum in FY03/04.
- Keeping the library entrance clean and presentable – when the trusty program started a trusty would pick up trash outside the library, keep bird droppings under control, and hose down the walkway and entrance at least once a week. This needs to be done a minimum of once a week to keep the area under control.
- Clean debris out of the sump pump drain – the library flooded in the early hours of Wednesday, October 20, 2004 and remained closed until 2:00 pm Monday, October 25. This may have been prevented if there had been a trusty to clean out this drain and gutters.

- Clean the Plaza once a week- leaves and trash gather on the Plaza and need to be removed. Otherwise the drain holes become clogged when it rains and water will not drain off the Plaza. Keeping the Plaza drains clear of debris is especially important since the Plaza's waterproof membrane and surface have been replaced. Clear drains will help prevent new problems from occurring with the Plaza and prevent the creation of new leaks.
- Trimming the bushes around the library and weeding the planters- the library has always relied on trustys to maintain the bushes along the south and west sides of the library.
- Washing windows at least once a month, cleaning table tops as needed (usually twice a month) and vacuuming messes left by patrons (ongoing and unpredictable) - City hall pays for city hall windows to be professionally cleaned twice a year. **The library relies solely on trustys for window washing.**
- Setting up and taking down tables and chairs for library events on the main floor-the library has events every month such as children's events, Friends' book sales, author visits, book talks, open houses- which require tables and chairs stored in the Forum to be brought down to the main floor of the library and then returned to the Forum once the event is over.
- Changing lamps (commonly known as light bulbs) in the over 100 light fixtures in the library and on the Plaza – when the trusty program was started this was done every Friday; with a reduction in reliable trusty services in the past few years, it is now done about once a month. Also, when the trusty program began, the lamps were purchased out of the Police Department budget as agreed but a few years ago, near the end of the fiscal year, the library needed many lamps replaced. There were so many lamps out that patrons were complaining that they could not see very well in parts of the library. The PD did not have the money to purchase any lamps, so the library had to purchase them. The library has been buying them ever since with no budget increase.
- Moving heavy furniture as needed to use library space efficiently or remove broken items out by the loading dock – trustys perform this service for other departments as well. Broken furniture and other items from other city departments, as well as the library, are removed by trustys and placed by the library's loading dock area. When the police department remodeled a few years ago to create storage for police records and a separate walkway for animal control, the library's loading dock area became the unofficial holding place for all city items that are sent for auction.
- Do minor repairs and maintenance as needed such as paint the podium each year for the annual Trivia Challenge literacy fundraiser or clean all the diffusers on the light fixtures or mop a restroom floor when a patron has had an "accident". These accidents happen several times a month.
- Clean the gutters at least 3 times a year. If this is not done before the rainy season begins, the gutters become clogged and somehow water leaks into the lobby and elevator area. Redoing the Plaza did not solve this problem. Cleaning the gutters keeps this problem at bay.
- Bring all necessary restroom and cleaning supplies as needed on a regular basis. The trusty hauls all these supplies from the police department to the library. We have tried to keep at least a month's supply at the library.
- And other tasks as needed- the trustys have done so many necessary projects through out the years that have helped all city departments, including the library, save money.

The library cannot rely on other departments to replace trusty services. While other city departments have been able to pay for services, the library has had to rely on the trusty program and volunteers for the same services. Based on past experience, the library needs are not a priority with other departments. Just recently, the library was out of paper towels in the public and staff restrooms. It took two phone calls before some were brought over from the PD and it was the last two packages of paper towels, enough to last for less than one day. The person who normally orders all restroom supplies was on vacation at the time and would not be returning for 4

more days. We had to order paper towels which thankfully arrived the next day and paid for them out of the library's budget.

The library is a large building with 1,100 plus visitors daily that requires constant maintenance. The public has many expectations when visiting the library such as clean, well-stocked restrooms, a clean, neat entryway, clean table tops, spills and messes cleaned up as soon as possible, and chairs provided when attending a special event. All of these tasks still need to be accomplished to keep the library safe and clean for the public and staff. Unfortunately, staff is not available to take up the custodial duties. All part-time library staff had their hours reduced this fiscal year. Currently staff is busy just trying to keep up with their same workload in less time and would need extra hours if staff is expected to take on some of these tasks.

Attachment: Original Building Maintenance Memo, dated February 17, 1971 from the Chief of Police to the City Manager

CITY OF GLENDORA
INTER-OFFICE MEMORANDUM

To: Mr. Grant R. Brimhall, City Manager

From: Oliver B. Posey, Chief of Police

Subject: Building Maintenance - Trusty Maintenance System vs.
Commercial Maintenance System

Date: Feb. 17, 1971

Committee Report of: George Manooshian, Parks and Recreation
Tom Balderrama, Building Department
Mel Cantor, Library
Brad Posey, Police Department

This is a committee report which was assigned by the City Manager as a "Special Project Assignment." Mr. Delbert Whetstone did most of the research as directed by the committee members.

The Police Department has had a trusty maintenance program since 1966. This program has been an outstanding success. The program provides a lower cost maintenance and better service than commercial maintenance services can provide. It is estimated that the Police Department has saved over \$40,000.00 in four years by using trustys. The Police Department receives frequent compliments from visitors regarding the appearance of the facility. The West Covina and Azusa Police Departments have recently changed to a trusty program because of the high cost and poor quality of service provided by commercial maintenance services.

The City will soon have a new library which will cost over one million dollars to construct, and will require additional maintenance services to clean and repair its 28,000 sq. ft., and surrounding grounds. The City should make every effort to provide this new facility with the best maintenance possible at the lowest practical cost to protect this investment. Existing buildings such as the City Hall, Recreation Building and Youth Center were also included in this study.

If the present trusty maintenance service is to be expanded to include the police facility, library, city hall, youth center, recreation building, civic center grounds, city police and administrative vehicles, minor building repairs and painting, one additional maintenance supervisor and six additional trustys will be needed. Additional maintenance equipment will also be needed. Trustys will work in two shifts: the day shift will work from 7:30 am to 5 pm and the evening shift will work from 5 pm until 1 am Monday through Friday. On weekends and holidays trustys work one half day. Other work is provided by the trustys as needed.

Trustys perform several services that cannot be provided by maintenance service companies. One example is setting up rooms for meetings. Some of these services are listed later in this report. Trustys also provide better security to city facilities because they are supervised constantly.

The study conducted by the committee revealed that the cost to maintain the above buildings for one year using trustys would amount to \$32,716.00 to contract ✓ for maintenance would cost \$64,415.00 annually.

The initial cost of additional maintenance equipment and the preparation of larger trusty quarters would be about \$4,000.00. This would be a first year cost only.

All costs were either estimated based on previous experience or as a result of actual bids by maintenance companies.

PROBLEMS

The only problem that can be foreseen is an infrequent shortage of trustys.* When this has happened in the past, service has been placed on a priority basis until additional trustys can be obtained from the court. The courts have been very cooperative in the past and any shortage of trustys is overcome quickly.

After consideration of cost, quantity and quality of service rendered by the trusty maintenance system when compared with the commercial maintenance system it is the recommendation of the committee that the trusty system be adopted on July 1, 1971 to correspond with the fiscal budget. This would give some lead time to make the program operational prior to the opening of the new library. Trustys would be most useful when books and equipment are moved from the old library to the new library.

NOTE: Air conditioning, heating systems, and other systems were not considered in this study. The cost for maintenance of these systems must be contracted for from qualified vendors.

Below is a breakdown of the cost involved in the trusty maintenance system and the commercial maintenance system.

TRUSTY MAINTENANCE PROGRAM

ALL BUILDINGS

A.	12 trustys - food, uniform, medical, haircuts	\$ 9,646.00
B.	1 maintenance supervisor - day shift	9,468.00
C.	1 Asst. maintenance supervisor - evening shift	8,352.00
D.	Supplies - wax, soap, etc.	3,750.00
E.	Minor repairs - light bulbs, paint, sprinklers, etc.	1,500.00
		<u>\$32,716.00</u>

COMMERCIAL MAINTENANCE SERVICE - w/o Trustys Program ^{Service}

POLICE FACILITY

A.	Police building maintenance contract	\$ 8,400.00
B.	Jail	* 600.00
C.	Grounds	2,400.00
D.	Car washing - 3 times per wk, 15 cars \$1.00 ea	2,300.00
E.	Minor repairs of building - painting, light bulbs, sprinklers	3,000.00
F.	Supplies	1,000.00
G.	Administrative cost - police officer 5 hrs per day	7,475.00
	sub-total	<u>\$25,175.00</u>

NEW LIBRARY

A.	Building maintenance contract (proposal of 12-23-70, Merchants)	\$ 9,300.00
B.	Grounds upkeep	2,400.00
C.	Minor repairs, paint, light bulbs, sprinklers, etc.	3,000.00
D.	Supplies	1,250.00
E.	Administrative cost	<u>2,500.00</u>
	Sub total	\$18,450.00

CITY HALL

A.	Building maintenance contract	\$ 4,080.00
B.	Grounds upkeep	1,000.00
C.	Minor repairs	1,500.00
D.	Supplies	800.00
E.	Administrative cost	<u>1,500.00</u>
		\$ 8,880.00

YOUTH CENTER - RECREATION BLDG.

A.	Building maintenance contract	\$ 3,660.00
B.	Minor repairs - paint, lights, etc.	4,000.00
C.	Supplies	1,250.00
D.	Administrative cost	<u>3,000.00</u>
	sub total	\$11,910.00

GRAND TOTAL \$64,415.00

FIRST YEAR CAPITAL OUTLAY

A.	6	beds	\$ 415.00
B.	6	mattresses	144.00
C.	2	tables	300.00
D.	12	chairs	360.00
E.	12	lockers	441.00
F.	1	television - hallway	500.00
G.	3	buffers	1,050.00
H.	3	vacuums	600.00
I.		Misc. supplies, buckets, mops, brooms, etc.	190.00
			\$ 4,000.00

Below are listed examples of services conducted by salaried personnel which do not represent an actual cost to the City, but does represent a loss of services. With trustys the employee continues his work while the maintenance supervisor and trustys provide the service.

A. Service station operation - gas car, check oil, wash windshield	\$ 5,000.00
B. Washing cars at car wash	2,500.00
	<u>7,500.00</u>
Total	\$ 7,500.00

Maintenance which is not covered by commercial maintenance contracts without additional charge.

A. Shampoo carpets	\$ 1,000.00
B. Washing building furniture	560.00
C. Washing light fixtures	600.00
D. Dusting book shelves	700.00
E. Special meeting & table arrangements for meetings, etc.	1,000.00
F. Misc. labor - moving furniture and supplies	1,000.00
	<u>4,860.00</u>



Glendora Public Library Events

November 2004

8	7 p.m. Books Alive! Discussion Group: <i>The Power and the Glory</i> by Graham Greene – Main Floor
8-13	Book Store Book Sale
10	7 p.m. Poet Bruce Sievers
11	Veteran's Day – Library Closed
15-20	"Let's Book" – Children's Book week
15	7 p.m. Library Board meeting – Library Board Room
24	PJ Storytime cancelled – Library closes early
25	Thanksgiving Day – Library closed
26	Thanksgiving Holiday – Library closed
29-30	Sunflower grant awards in Sacramento

December 2004

4	Centennial Closing Event
7	10:30 a.m. "Stories with Santa" – Bidwell Forum
8	7 p.m. "Stories with Santa" – Bidwell Forum
9	3:30-4:30 p.m. "Decorate your own Gingerbread House" Children's Program - Main Floor
10	InfoPeople workshop in Bidwell on Customer Service
11	Glendora Christmas Parade
14	Sunflower grant acceptance on City Council Agenda
20	7 p.m. Library Board meeting – Library Board Room
28-30	All Storytimes Suspended

January 2005

1	New Year's Day - Library Closed
3	Library reopens
4	Storytimes resumes
10	7 p.m. Books Alive! Discussion Group: <i>The Life of Pi</i> by Yann Martel – Main Floor
18	7 p.m. Library Board meeting – Library Board Room

Ongoing Events

- "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

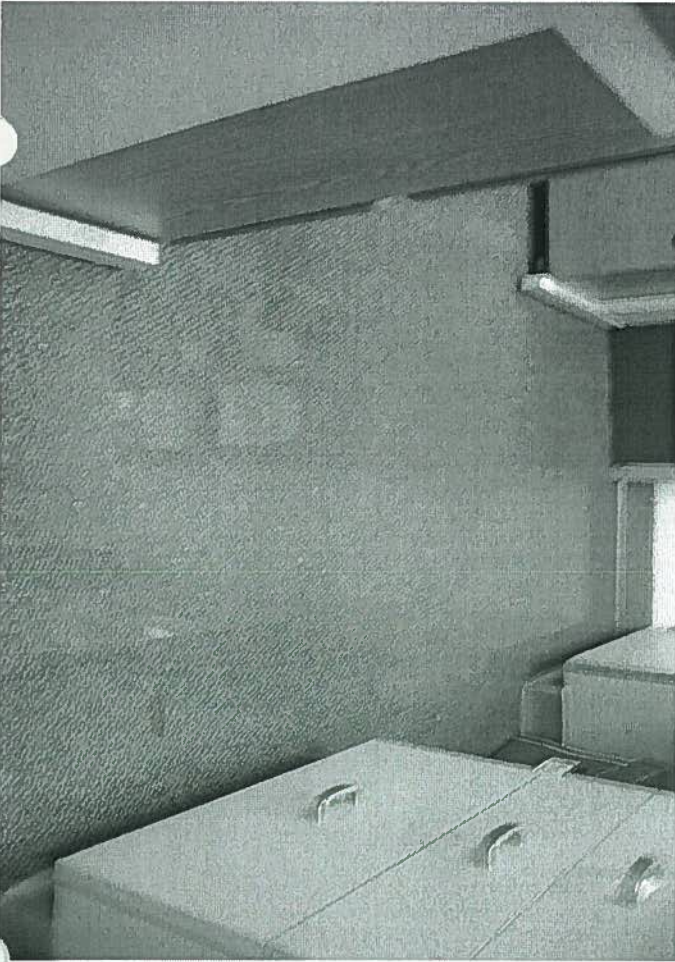
Foundation Executive Board Meeting

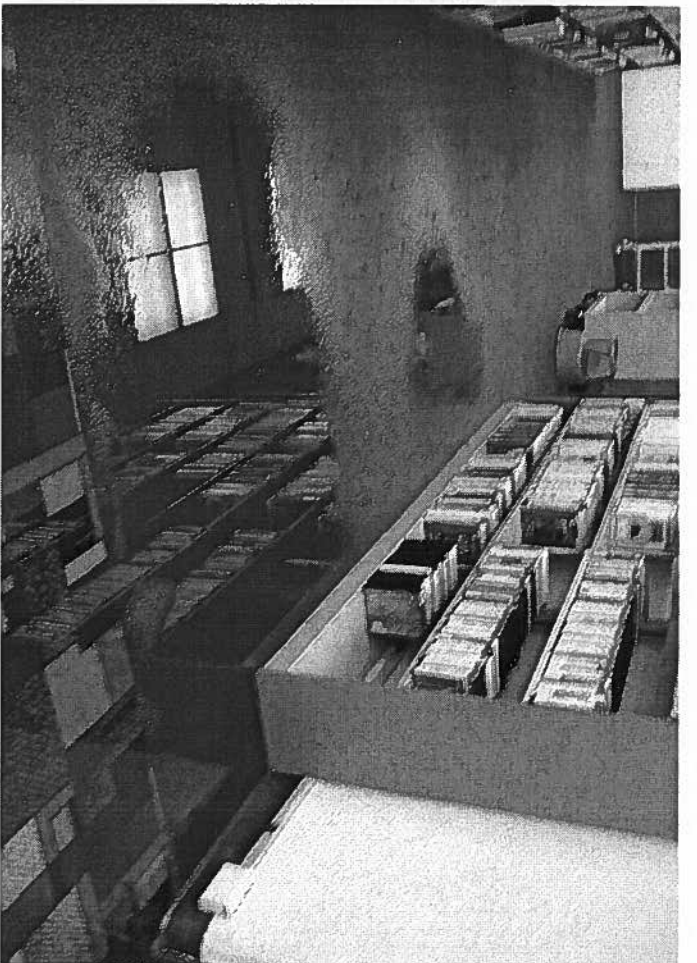
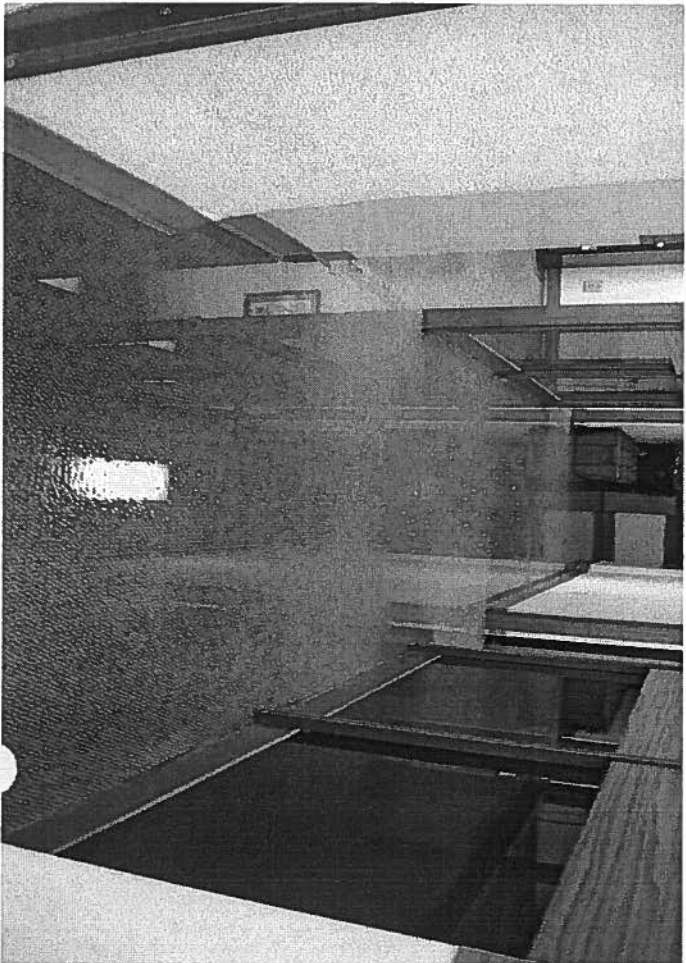
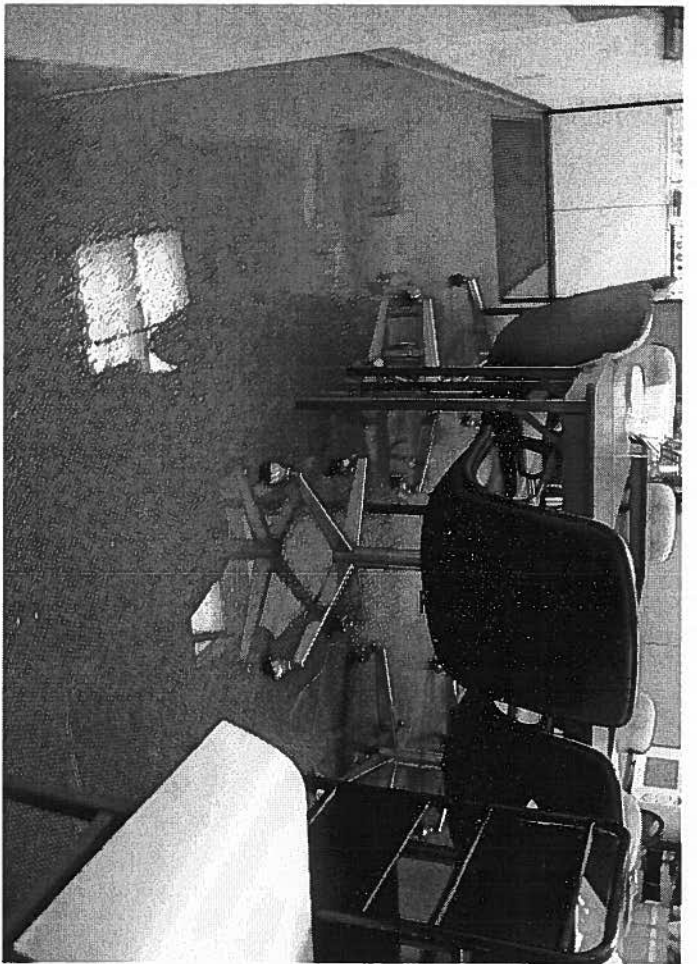
Dec 10th, 2004 @ 7:00 a.m. Library - Main Floor

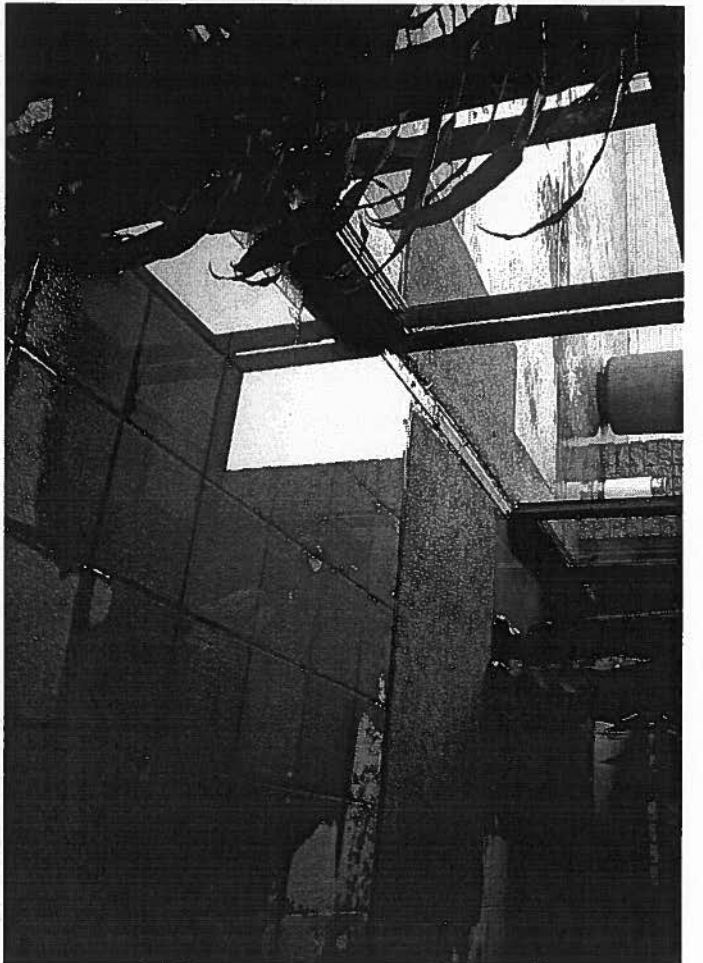
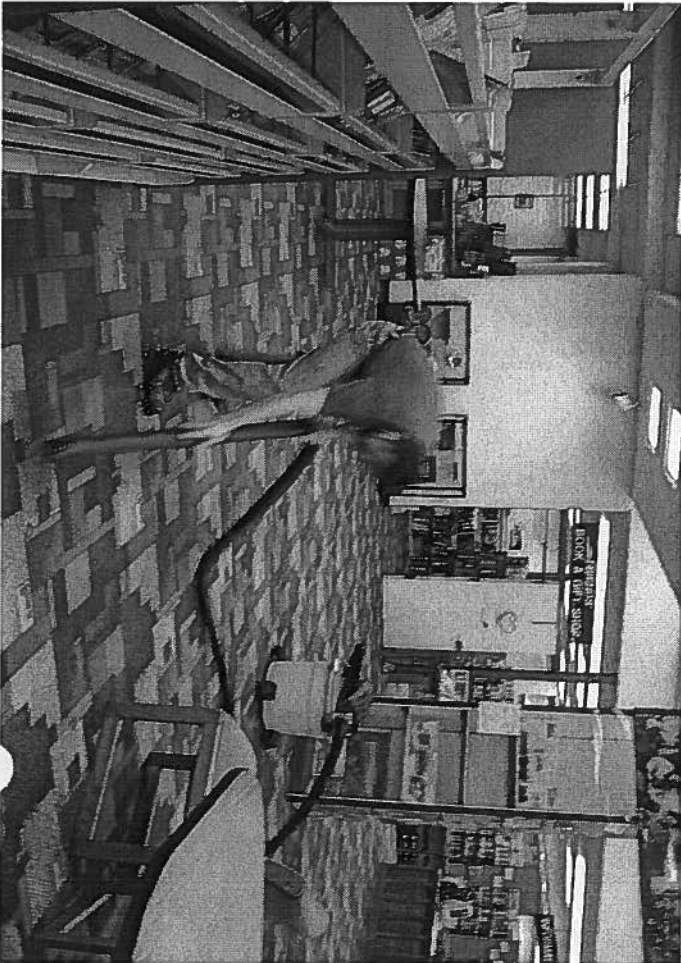
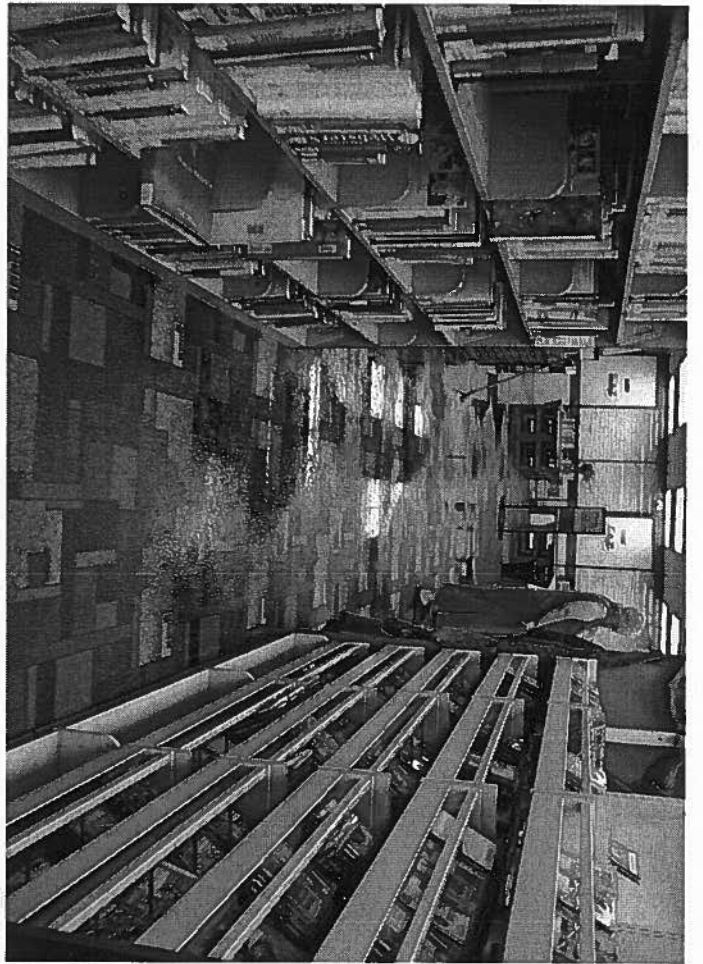
Foundation Quarterly Board Meeting

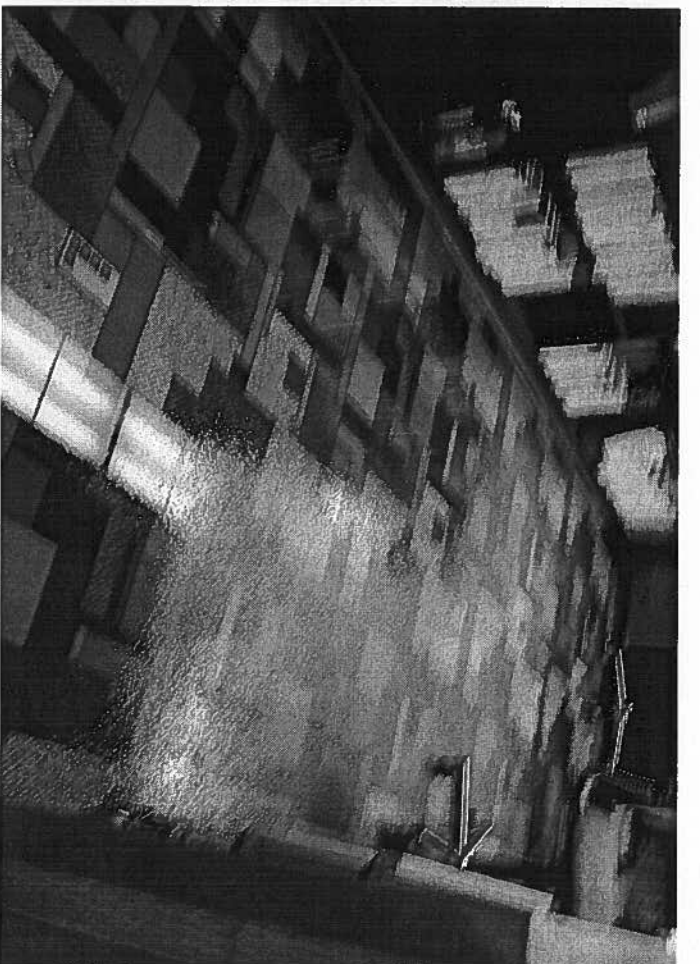
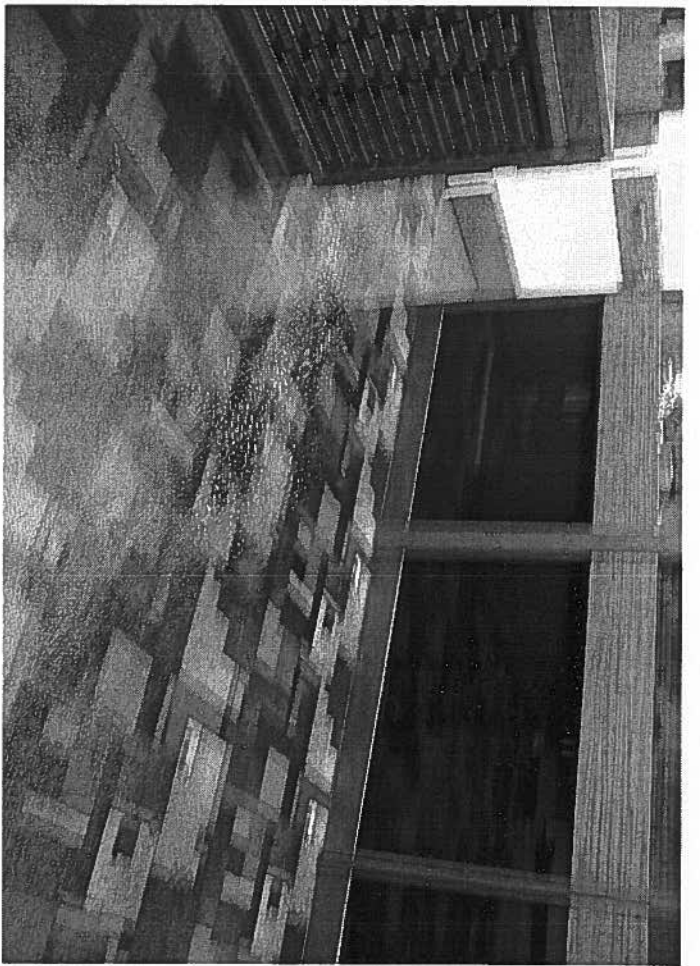
January 18th @ 7:00 a.m. Library – Bidwell Forum

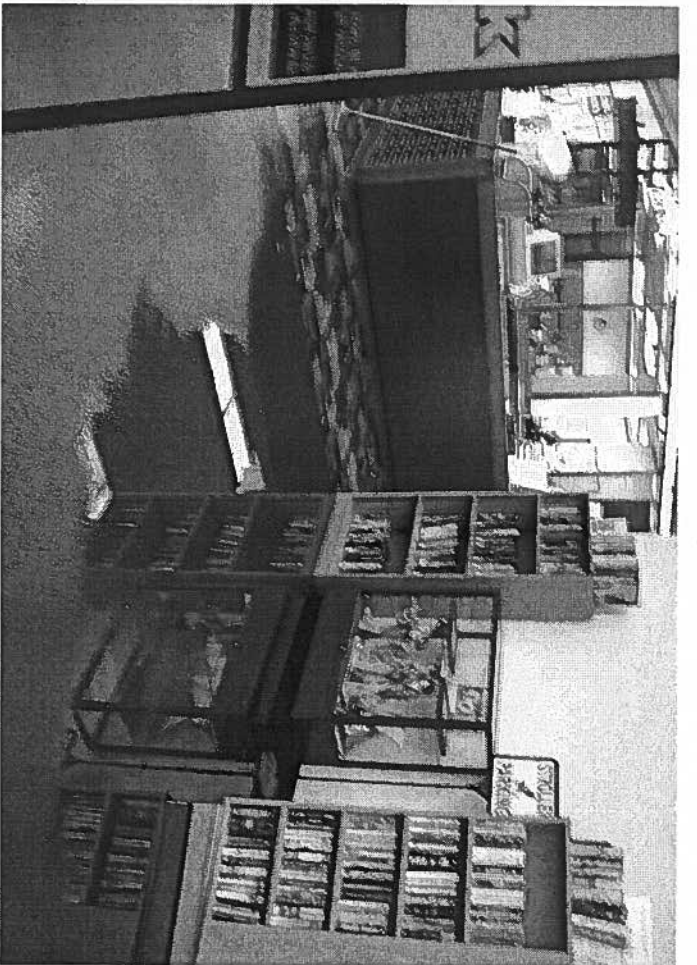
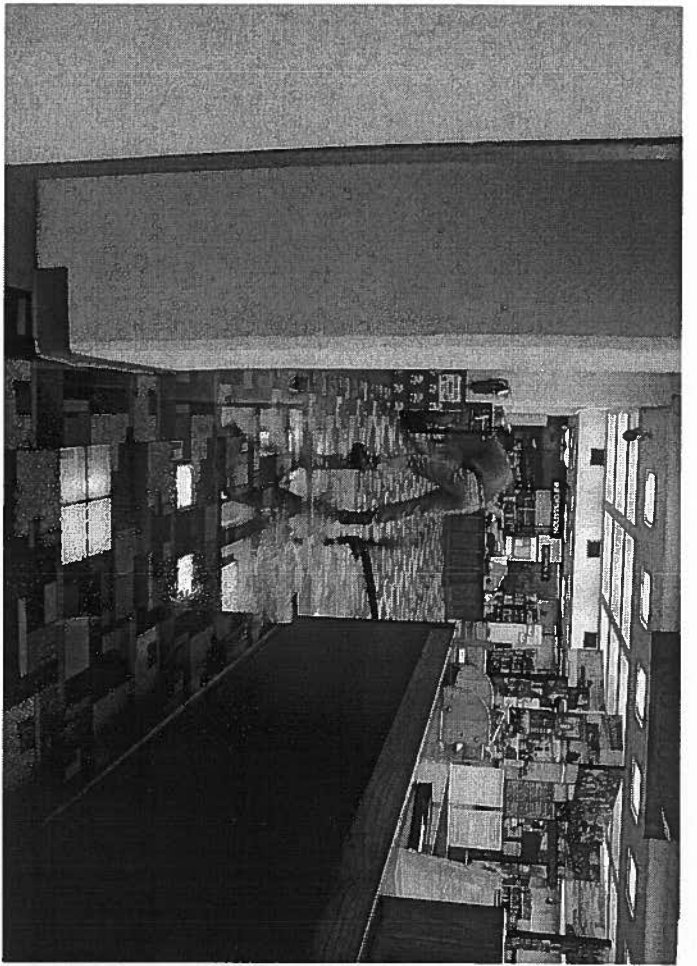
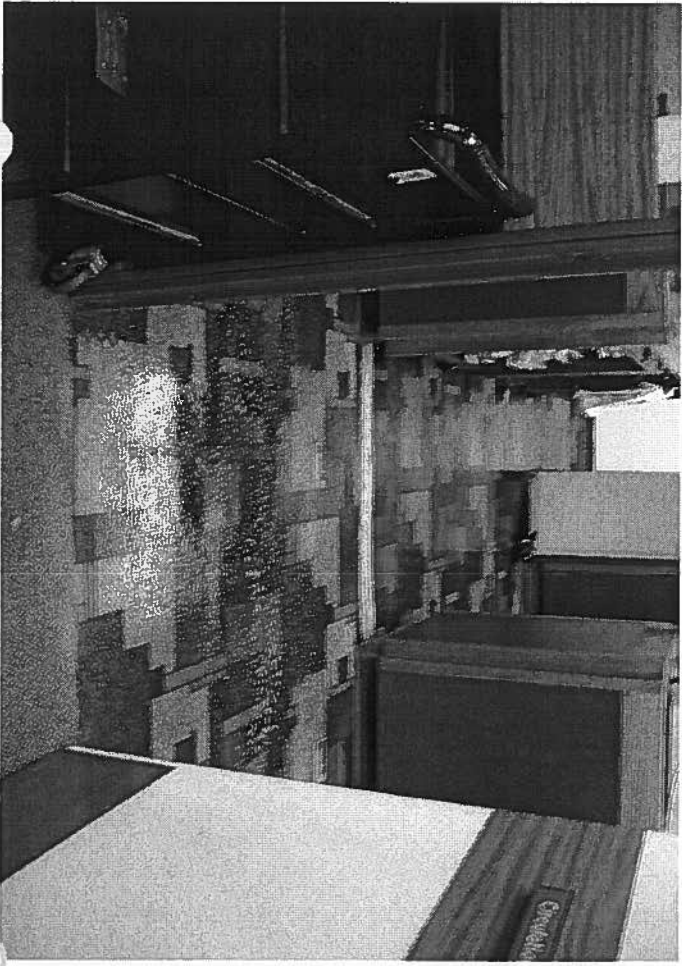
Handouts

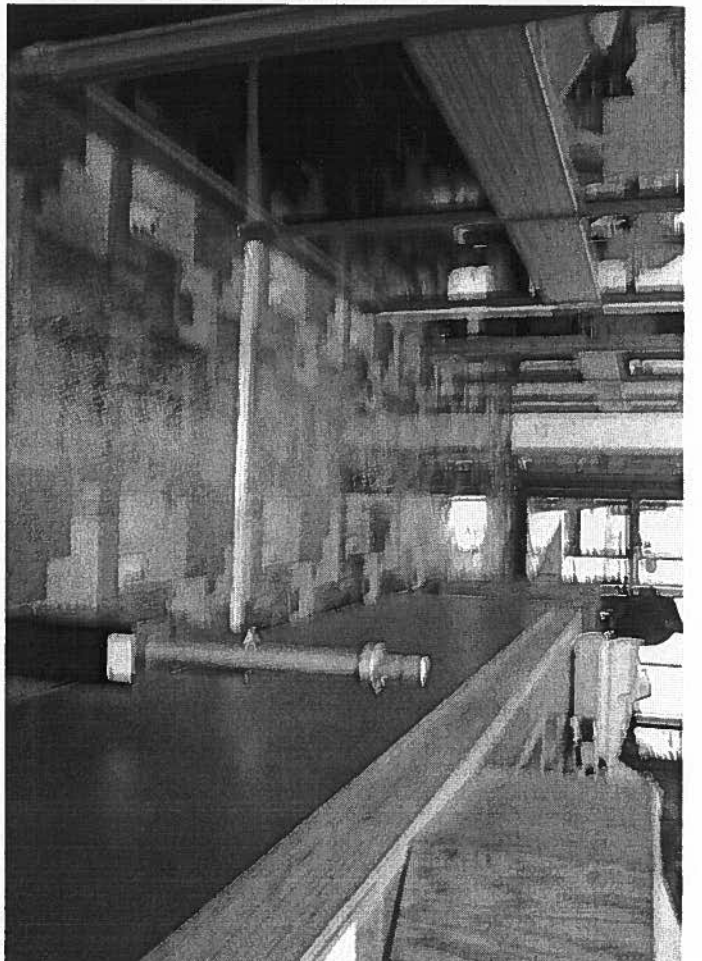


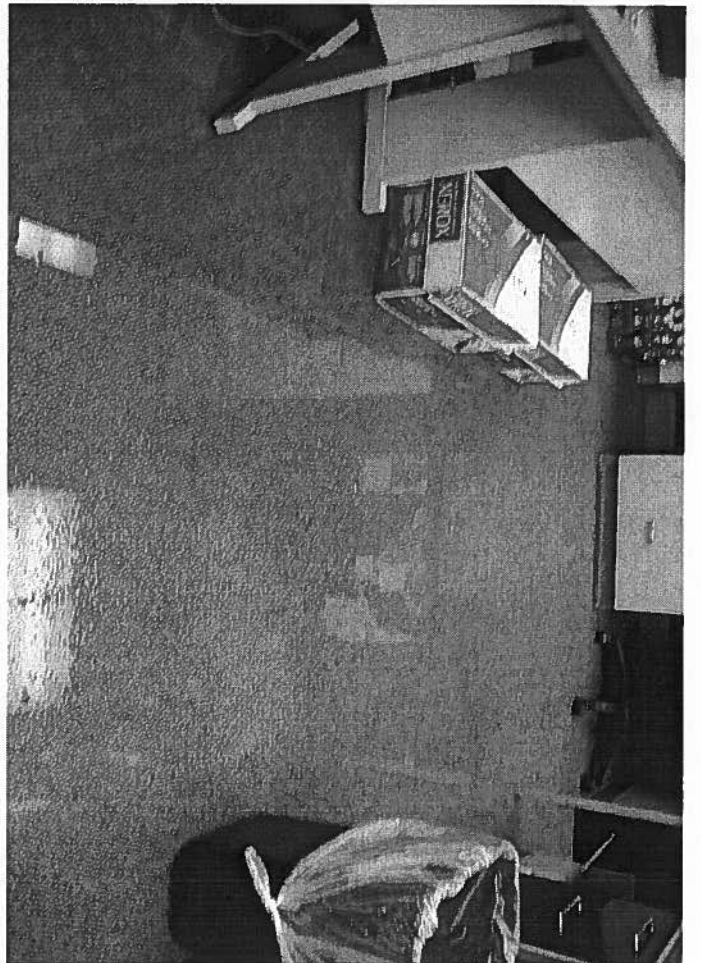
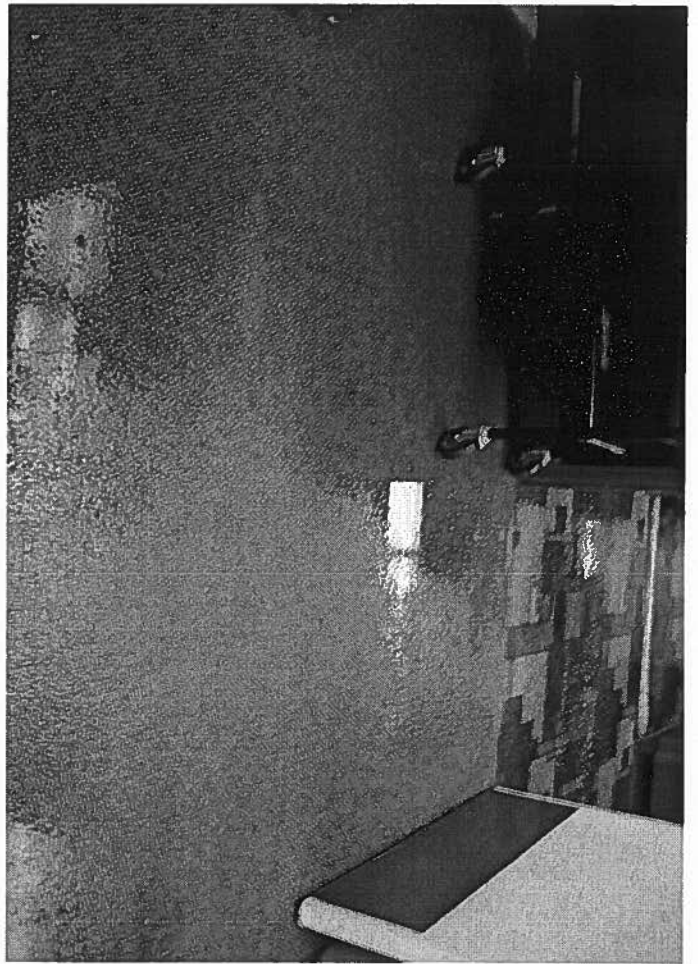
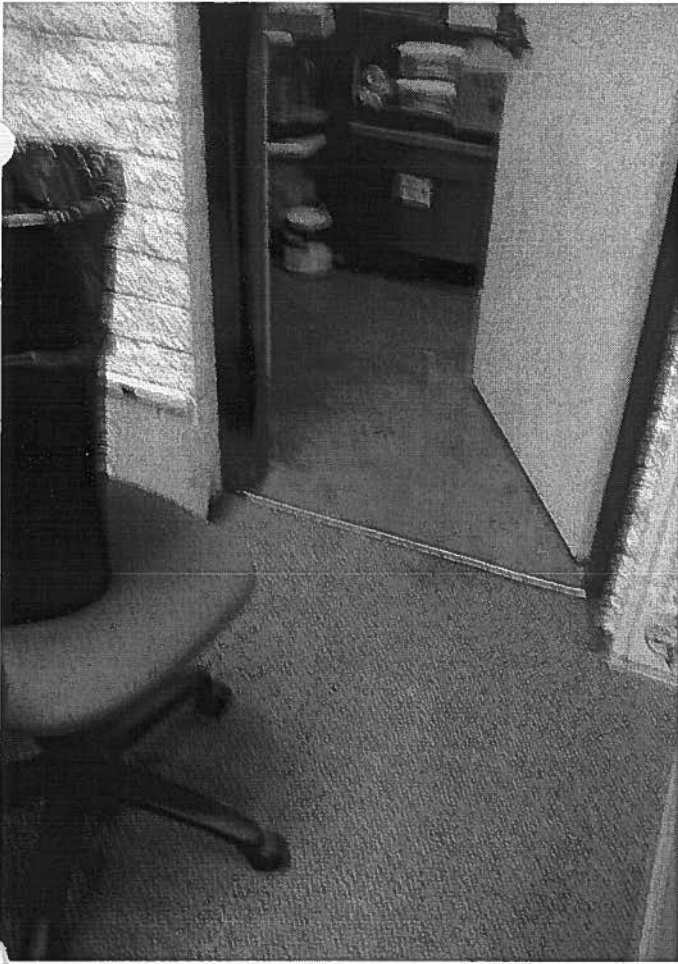


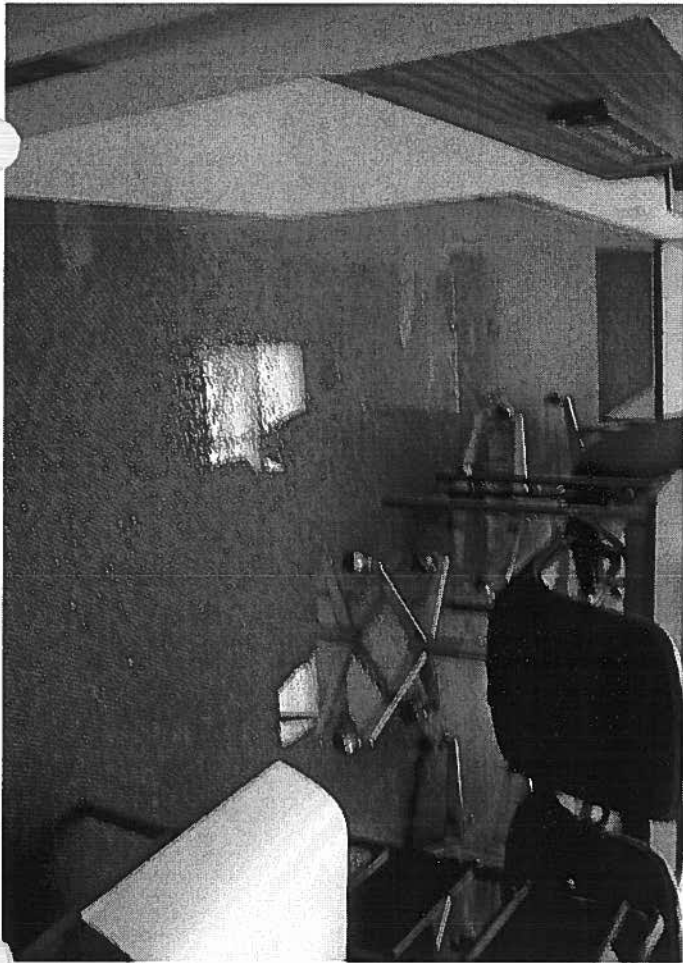












“Libraries are not made; they grow”

Augustine Berrill 1850-1933



Sunflower Library, Glendora A Community Gathering Place

Sunflower Library

- Will serve Glendora schools and community through a co-located, joint-use library facility, located on the perimeter of the school campus for easy, direct access;
- Will function as a school library during morning hours and a public library in the afternoons, evenings and weekends;
- Partnered with lighted community sports fields and outside restrooms, a café and copy center, the synergy of a community hub is guaranteed;

Community Partnerships create a project greater than the individual parts

- **Glendora Public Library/City of Glendora** will run a public library and lighted community sports fields, providing needed community services in the southern portion of the city, cutoff by a freeway and hills from easy access to services in the northern part of the city;
- **Charter Oak Unified School District/Sunflower Campus** is supplying the 35% local matching funds as well as the land for the library. Currently this campus houses 5 programs: Bridges Community Day School, Oak Knoll Alternative School, Arrow High School, SPIRITT family counseling and the East San Gabriel Valley Regional Occupational Program (ROP), but no library;
- **Business Community** is establishing the café. A successful local business man is giving back to his community and giving students valuable entrepreneurial work experience by setting up a café that will be staffed by ROP students;
- **East San Gabriel Valley Regional Occupational Program (ROP) & Technical Center**; will supply the students to run the café and a copy center, giving them experience in the small business sector;

Community Need why build the Sunflower Library?

- Statistics show a drop in public library usage the further away from the main library one resides;
- Natural (the South Hills) and man-made barriers (210 Freeway) bisect Glendora making access to our existing library difficult for students and seniors;
- Sunflower campus has state of the art computer and other learning labs but does not have a school library to instill a love of reading, books and lifelong learning;
- Needs assessments show that there is a void of community services in the southern part of Glendora and the combination of library, café, copy center and community sports fields responds to identified needs.