

AGENDA
CITY OF GLENDORA
LIBRARY BOARD OF TRUSTEES – Regular meeting

Library Conference Room

January 18, 2005
7:00 p.m.

The public is invited to address the Library Board on all items on the agenda or on any library matter not on the agenda. Comments may be given when any item is scheduled for consideration. Each speaker is requested to limit comments to three minutes. The Board President may limit redundant comments.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Library Secretary at (626) 852-4891. Notification 48 hours prior to the meeting will enable the Library to make reasonable arrangements to ensure accessibility to this meeting.

1. CALL MEETING TO ORDER

2. PUBLIC COMMENT PERIOD

Anyone wishing to address any Library matter that is on the agenda or not on the agenda may do so at this time. No action will be taken on items brought up at this time

3. ADOPTION OF AGENDA

Possible motion to revise order of business or other

4. CONSENT CALENDAR

4.1 Minutes of meeting of December 14, 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 Adult Literacy Discussion

President Slakey to lead discussion of adult literacy program in the Library

7. NEW BUSINESS

7.1 Strategic Planning

Library Director to report

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

9. ADJOURNMENT

Minutes
CITY OF GLENDORA
LIBRARY BOARD OF TRUSTEES – Special Meeting

Library Conference Room
140 Glendora Ave.

December 14, 2004
6:00 p.m.

The Special Meeting of the Glendora Library Board of Trustees was called to order at 6:02 p.m. by President Sylvia Slakey.

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

Board Members Absent: None

Staff present: Robin Weed-Brown, Library Director; Elke Cathel, Administrative Assistant;

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 (Theel/Freeman) to approve Minutes of meeting of November 15, 2004.

REPORT OF LIBRARY DIRECTOR

Weed-Brown informed the Board that the Library has not received the written comment from City Attorney Wayne Leech yet in regards to Bidwell Forum policy & procedures.

Library stories that were received from Glendora Public Library patrons were handed out to the Board members.

UNFINISHED BUSINESS

FY04/05 2nd Quarter Goals Review

Weed-Brown and the Library Board Trustees reviewed the 2nd quarter goals update. A few completion dates were not met. Weed-Brown explained that the installation of 2 AV drops by 09/30/04 has not been completed due to shipping delays. Theel asked about the status of trash receptacles for the Plaza. Weed-Brown stated that Public Works employees have finished assembling the benches, and they are still working on the trash cans. All the Library's other goals are on track.

Cards for Kids Update

Freeman reported that she is working with Glendora Unified School District to arrange for her and Marcia Conway to go to Glendora's elementary schools. School officials want 6 volunteers, one for each school during March Read-in. Freeman said she is waiting on clarification from GUSD whether that many volunteers are actually needed and whether they are needed for one day or the whole week. She and Conway were planning to visit each classroom for a short time to talk about the library and hand out the necessary forms for library cards. The Board discussed the need for assessment. Weed-Brown stated a report could be created to find out how many Glendora children have library cards. The report would not show, though, what schools these children attend. Some discussion ensued on what areas in Glendora the Library needs to focus on. Weed-Brown stated that the Glendora School Foundation is interested in partnering with the Friends Foundation. This might help with the Cards for Kids program. President Slakey said that the Board will continue this discussion at a later time.

Sunflower Grant Update

The Board members reviewed Weed-Brown's response to the Bond Rater comments (hand-out) and discussed the next possible bond measure in 2006. Hodson asked Weed-Brown to keep the Board informed on the status of the next Library bond measure. The Board felt there are flaws in the Rater system because there are no set standards. Weed-Brown stated that the Library now needs to focus on long-range planning, which includes doing surveys and finding out where the public wants the Glendora Public Library to be. The first step is to identify focus groups. These focus groups will discuss the role of

the Glendora Public Library. President Slakey commented that people who do not have library cards should be invited to participate in this process.

NEW BUSINESS

Adult Literacy – Initial discussion

Slakey and Freeman voiced their concerns in regards to the status of the Adult Literacy program. They felt that citizens were not being served and were concerned that the tutor volunteers have not been trained yet. Weed-Brown stated that tutor training will move forward and is now scheduled for February 12th, 2005. An assessment program will be in place to assess students. The plan to take adult literacy to Glendora businesses will not work with the new rules for spending CDBG money, so the focus will shift to outreach to seniors. The Literacy Coordinator is trying to get clarification on the new guidelines. Traditional adult literacy is not impacted by the new CDBG rules. Weed-Brown stated that the Library does not have money in the budget for a Literacy Coordinator. Weed-Brown felt it was time to review adult literacy to see if there is still a need within the community. She recommended waiting until a new manager has been hired in the Development Office. The Board agreed. Slakey stated that this discussion should be continued at the next Board meeting.

Modification of holiday closing hours

It was MSC (Freeman/Theel) to modify the library hours for December 2004 to close at noon on Thursday, December 23rd, 2004 and reopen Monday, December 27th, 2004 and to close at noon on Thursday, December 30th, 2004 and reopen Monday, January 3rd, 2005.

Library Events Calendar

The Board reviewed the events calendar for December/January 2005. President Slakey reminded the Board members that the next Board meeting is scheduled for Tuesday, January 18th, 2005.

BOARD MEMBER ITEMS

Agenda Planning Calendar

Board Member Items

Freeman said that she is on the Library Development & Education Services Coordinator interview panel. There are 9 candidates. She asked to email her any questions that should be included in the interview. Hodson wanted to know if the job description for this position has changed. Weed-Brown responded by saying that the position is still a mid-management position, but at this time it will not be focused on library responsibilities. She informed the Board that interview questions are due to Personnel by January 4th, the interviews are scheduled for January 11th, 2005. Chris Cravens will sit in as the observer.

Hodson thanked everyone for their help with the Centennial Events.

Theel thanked Hodson for participating in the planning of the Centennial.

Slakey attended the Gingerbread house event and said it was a fun event with approximately 135 children attending. She wanted to commend staff and parents for their work.

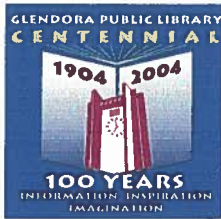
ADJOURNMENT

There being no further business, meeting adjourned at 7:00 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: January 18, 2005

Re: Director's Report

Community

The first of two audio visual book drops was installed on Glendora Ave. in late December. The book drops were purchased by the Friends Foundation, which is appropriately noted on the outside of it. Public response has been favorable. There is a second one to install in the back parking lot, however we need to purchase a new main book drop before we can install the AV drop. The current book drop is old enough that moving it would cause irreparable damage and it must be moved to make room for the AV drop. We will be requesting funds to replace (it is not a cheap item) in the FY 05/06 library budget.

The annual Santa visits were packed this year! Cindy Romero's Gingerbread House program had twice the number of children in attendance as anticipated! Thank you to Carolyn Thomas for making last minute runs to the grocery store for additional materials! And thank you to Cindy for coming up with a craft program that made a home run with our public!

Programming is starting back up now that we are through the holidays. Story times are back in full swing and the adult book discussion group meets this month.

Staff

Rebecca Simjian returned from maternity leave on January 3rd. She had been out 4 months and the public service staff is glad to have her back, as we all are!

Anne Pankow returned from medical leave on January 10th after a 6 week leave. She will now get the joy of learning the director's job! Carlos will remain as acting mid-manager for Customer Services and Facilities until my return from surgery.

First interview for the vacant Development office manager took place on January 11th. Of the 9 originally targeted for interviews, only 6 ended up in the interview process with 3 dropping out. It is hoped that second interviews can be held before the end of January and a person appointed before my surgery.

Elke Cathel has taken over the set up of the circulation desk weekday mornings which includes counting the money. This frees up other staff and adds consistency to the process. Thank you Elke for assuming this responsibility!

Director

The library has survived the January rains in fairly good shape. No flooding! We do still have leaks on the west side of the building by the towers and back NW corner in periodicals. The periodicals area leak is of concern as it has water

running down the walls and onto the carpet. The walls are also now discolored and mold maybe developing. There is also a 'rebom' leak on the east side near the 900s. It was thought to have been fixed and then showed up again. The carpet continues to take a beating with these leaks. Dave Davies is aware of the situation and is still working with the contractor for the plaza project. Trying to actually identify the problem regarding these on-going leaks is elusive at best and Dave is dedicated to solving this puzzle. A new leak has formed in the circulation office in front of Elke's desk and is coming from the second floor somewhere. It may be related to the hole drilled in the 2nd floor ceiling by PW staff at I.T.'s request a few years back, which is now leaking too and being looked into.

The HVAC replacement looks like it will carryover into another fiscal year, again. You may remember that the project was delayed by the retrofit and then postponed until after Night on the Plaza in July. Apparently nothing was done on this project during the interim and now Public Works says it can't be done until the end of the calendar year. This will take the project into its third year.

I have started getting estimates on hiring an outside firm to do a salary and compensation study of the library staff. The first estimate runs \$4000-\$8,000 depending on how many individual staff interviews are conducted. I am waiting for a second estimate to see how close they are. If it runs over \$5,000 we will be required to do a public bid process. Funding then also becomes a problem and will have to be part of the fiscal year budget process.

We have had a problem with one patron working the system to get additional computer time. Ted, Carolyn and I have had discussions with him, as well as front line staff, and he has received a written warning that if he doesn't follow library policy then he will lose computer privileges for a month. At the time of this writing, he seems to have responded to the letter and is following procedure.

I attended a meeting at Citrus College regarding their Library Technology program. About 8 of us joined their Advisory Board on Jan. 11th to discuss new courses, new curriculum in existing courses and what we expect their graduates to be able to do when we hire them. Participants included people from Monrovia, Claremont and Glendora school districts, Mt. SAC, Western Allied Health School, MCLS and I. It was an interesting and lively discussion and one we hope to repeat possibly on an annual basis.

My news is that I have gotten a date for my neck surgery- Feb. 7th. It is anticipated that I will be out 3 months. During my absence Anne Pankow will be acting library director and Carlos will stay in his acting mid-manager position, assumed when Anne went out on medical leave. With Anne's many years of library service here in Glendora I have confidence that all will go well. I know the Library Board will be there supporting her as well as the library staff. After the first couple of weeks, I should be able to respond to phone calls if she, the other managers, the board, or City Manager needs to get a hold of me. It will fall to Anne and the other managers to help train and orient the new Development manager due to the delay in the interview process.

Over the holidays the city, and therefore library, phones went down for approximately 2 ½ hours. While the library has access to 2 public phones (those lines should be functional most of the time even when other phone lines are down) it seemed a wise move to get an emergency use cell phone for the library. Working with other city staff I was able to get a cell phone at no cost to the library and a monthly service fee of only \$12.00. The phone is housed in the "printer room" off of the circulation office. Use of that phone must be approved by the director or one of the managers and is for emergency use only-not to call Johnny's parents to come pick him up or to make a lunch order! For your information, the cell number is 626-641-5007.

Next month Anne will be writing the director's report and working with Elke on the packet and participating in the meeting.

Thank you all for your support regarding my time away. I know the library will be in good hands!

**HUMAN RIGHTS VIDEO PROJECT
TIMELINE PLAN FOR IMPLEMENTATION
Meeting with John Saunders/C. Thomas
Jan 12, 2005**

GOAL: Promote, publicize and discuss human rights violations using materials awarded from the Human Rights Video Project

STAFF: Carolyn Thomas, Senior Librarian, Glendora Public Library
John Saunders, Teacher, Amnesty International Sponsor, Glendora High School
Student members of Amnesty International Club, GHS

TIMELINE

June 3, 2004	GPL receives Human Rights Video collection & programming grant
July 27, 2004	GPL receive check for programming funds
Jan. 12, 2005	Meet w/ J. Saunders re timeline
Jan. 19, 2005	meet with Amnesty Int'l club to announce program and select participants – noon GHS
Feb. 28, 2005	by this date determine program date in April/May; compile bibliography of videos & brochure; preview films students write one article for school newspaper
March 31, 2005	by this date all films have been previewed; one film selected for program and public discussion students write article on topic for school newspaper; brochure is complete and distributed; students announce program at Lib board of trustees mtn and city council meeting
April 30, 2005	program including viewing of one film and discussion open to the public will be held; Nat'l Lib Week = Apr 10-16, 2005
May 31, 2005	Wrap up meeting for student participants Write concluding/evaluation program report



NATIONAL VIDEO RESOURCES

Building Audiences for Independent Film and Video

June 3, 2004

Dear Human Rights Library:

National Video Resources (NVR) is happy to inform you that your library has been selected to receive the special programming grant in addition to the 12 videos in the Human Rights Video collection. The collection will be shipped to your library by July 1st. You will receive the \$ 750 programming grant upon return of the attached Programming Planning Form to NVR.

Additional written materials and promotion assistance are available at www.humanrightsproject.org. We think you will find the extensive essays, bibliographies and programming suggestions very useful in providing essential information about human rights issues to your community. We also encourage you to join the Human Rights Video Project listserv so that you may share ideas and experiences with other libraries participating in the project. To join, visit the project website and follow the instructions. We also look forward to receiving a final report on your program and the circulation statistics on the videos as you make them available in your library.

NVR would like to invite you or a representative of your library to join us for a project get-together from 8:30-10:00 AM on Monday, June 28, at the ALA Conference in Orlando. You will have a chance to meet project staff, exchange ideas with other librarians, and get a "sneak preview" of selected films from the collection. The meeting will be held at the Rosen Centre Hotel, Signature 1 Room. Continental breakfast will be served. Also, please visit us at the conference at Booth 542.

We look forward to meeting you at ALA and to working with you throughout the course of the project. We know you join us in thanking the John D. and Catherine T. MacArthur Foundation and the Ford Foundation for making the dissemination of this important programming possible.

Please contact us at jhouck@nvr.org if you have questions or need further information.

Sincerely,

Jeanne Houck
Human Rights Video Project Coordinator

The Human Rights Video Project
Programming Planning Form

FILE COPY

National Video Resources will issue the programming funds upon receipt of the completed form.
Return the form to: NVR, 73 Spring Street, Suite 403, New York, NY 10012 Fax 212-274-8081.

Library Name

Glendora Public Library

Library Programmer

Carolyn Thomas

Library Programmer E-Mail/Phone

cthomas@ci.glendora.ca.us

Approximate Date of Program

NOVEMBER 2004

Location of Program

BIDWELL Forum - Glendora Public Library

Video(s) to Be Shown

Behind the Labels

Participating Organization

Glendora High School
Amnesty International Club

Participating Organization Contact
(Address, Phone, E-Mail)

John Saunders

jsaunders@glendora.k12.ca.us

(626) 963-5731

Glendora High School, 1600 E. Foothill
Glendora, CA 91741

Make Check Out To

Glendora Public Library Foundation

Send Check To
(Name and Address)

140 S. Glendora Ave.

Glendora, CA 91741

Signed

Carolyn Thomas

7/14/04

Library Programmer

Sound Familiar?
R

WE ARE NOT
ALONE. R

When Wooden Stakes Aren't Enough

A BLOOD-CURDLING SCREAM echoed through the small meeting room. Then silence. I looked around at the library's managers. Horrified eyes met mine. Apparently, I was the screamer. Dang. But I summoned from my deep and hard-won trove of professional behavior. Straightening up, I called for a hammer and stake.

Yes, once again, a problem that I believed had been solved and laid to rest with a wooden stake through its heart had risen to haunt the library.

Quick action was called for, and I asked that everyone concentrate on finding a new way to establish "official library time." After all, official time is critical to such services as opening and closing the doors to the public. Not to mention making sure Internet users get their fair share online.

Hastily, I summarized various solutions that had been tried before. There was the expensive chiming clock purchased and placed at the checkout desk. It chimed authoritatively on the hour. Patrons, who had been waiting at the locked door, surged in even as the clock was tolling out its nine bells. It didn't matter to the early birds what our clock said. They informed us that their inexpensive Timexes were more accurate and that we were two minutes late.

Other stabs at the problem included setting all library clocks every morning in accordance with the telephone company. This was short-lived, however. The sight of librarians perched on chairs and desks to reach wall clocks raised another specter altogether: Worker's Compensation.

Hickory, dickory...

There were a few more futile tries to keep all clocks synchronized, but we finally decided to do the best we could with the junior Big Ben as the final arbiter of when to open and close. But then came public Internet access.

Oh, my, the language we heard when

our scheduling software automatically kicked people off according to computer time, not wall clock time. The final straw came when an especially vocal newspaper stringer demanded that a librarian reimburse her for a missed deadline: "You've just cost me \$200!" she screamed at our hapless employee. "Look at the clock on the wall. I still have two minutes left, and yet, *without warning*, you shut me down, and now my story is lost!"

Truth, like time, seems to be elusive. Of course the software gives multiple warnings before closing out.

And this is what had us back in the management huddle. What to do? Remove all wall clocks? That didn't seem

ings with school personnel to try to work something out that she was often mistaken for a school librarian. Surely that was an exaggeration, I thought. I was wrong. Cooperation between schools and the public library went down in my personal log as wooden stake issue number one.

Comedy tonight?

The issue was resurrected just last week when busloads of private school kids turned up unannounced for a day of research in the library. Trust me, we would have staffed differently had we but known.

Every organization has its own wooden stake issues. I am willing to bet that

"I have seen many apparently mundane problems come and go and come and go again"

practical. Then a librarian suggested a cheap fix. Buy \$12 atomic clocks to put in the public areas. Now, twice a day the computers and the public clocks are automatically synchronized with Greenwich Mean Time. Is this the final stake through the heart of the time problem? Has the monster really been slain for eternity? As Samuel Johnson once said, it is "the triumph of hope over experience."

Encounters with the undead

In my 30-plus years as a librarian I have seen many of these sorts of problems come and go and come and go again. I remember my first staff meeting as a newly minted librarian. The topic was how to gain cooperation from schools. Why couldn't teachers give us a call when a major class assignment was approaching? The particular assignment we were discussing had stripped the library of every book it owned with a diagram of the anatomy of a frog.

A seasoned librarian at that meeting told me she had attended so many meet-

ings with the undead. I can imagine a sharing session at an American Library Association conference.

Librarians would be encouraged to get their own particular peeves off their chests. Soon we would all be crying tears of laughter, not frustration. With the right performers, in fact, an entire comedy routine could be built around public libraries alone that would play to packed audiences at every conference.

In fact, now that I think about it, maybe it is not a wooden stake that will slay these monsters. Maybe it is a good sense of humor. That and a silver bullet.

Terry Pickens is Director, Mesa County Public Library District, Grand Junction, CO. We welcome opinion pieces for BackTalk. Please send them to LJ/BackTalk, 360 Park Avenue South, New York, NY 10010; ftalkoff@reedbusiness.com

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10 MORE Ways You are a Super Librarian

YOU ARE A SUPER LIBRARIAN IF

You know that every question is important, and so is the person asking it.

YOU ARE A SUPER LIBRARIAN IF

You engage in professional activities to enrich your career and your profession.

YOU ARE A SUPER LIBRARIAN IF

You love the look on a teen's face when you surprise them with the latest graphic novel or CD.

YOU ARE A SUPER LIBRARIAN IF

You level the playing field for everyone in your community by providing expert guidance and equal access to information.

YOU ARE A SUPER LIBRARIAN IF

You suggest good things to read, see, and hear.

YOU ARE A SUPER LIBRARIAN IF

You provide the community with access to working computers and other cutting edge technology.

YOU ARE A SUPER LIBRARIAN IF

You dream about what you'll buy or do for your library if you ever have more money.

YOU ARE A SUPER LIBRARIAN IF

Your community knows that only the building closes each evening.

YOU ARE A SUPER LIBRARIAN IF

You smile at even the testiest patron, which may end up being the best part of their day.

YOU ARE A SUPER LIBRARIAN IF

You can barely conceal your excitement when someone says, "I don't know if you can help me, but...."

YOU ARE A SUPER LIBRARIAN.

Now everyone will know it.

Do you know MORE ways to be a Super Librarian?

We want to hear from you. Email your entries to skaplan@njstatelib.org

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Even More Ways You are a Super Librarian

YOU ARE A SUPER LIBRARIAN IF

You support coworkers and staff in their pursuit of continuing education.

YOU ARE A SUPER LIBRARIAN IF

You worry when your "regulars" fail to show up.

YOU ARE A SUPER LIBRARIAN IF

You teach Technology 101 again and again and again...

YOU ARE A SUPER LIBRARIAN IF

Your Zen is all working copiers all the time.

YOU ARE A SUPER LIBRARIAN IF

You know it's a good thing that people don't want to leave at closing time.

YOU ARE A SUPER LIBRARIAN IF

You'll only be satisfied if you are reaching every part of your community.

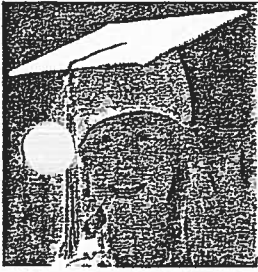
YOU ARE A SUPER LIBRARIAN.

Now everyone will know it.

Do you know MORE ways to be a Super Librarian?

We want to hear from you. Email your entries to skaplan@njstatelib.org

Contributors: Carol Phillips, Manuela Rosca, Susan Kaplan, Arlene Sahraie, Cheryl O'Connor



Maybe it was taking your child to the library for the first time, working through a job change, or just finding a quiet place to read, we

want to hear your stories of how Glendora Public Library has helped you live your best life.

We are one library with thousands of stories... tell us yours!

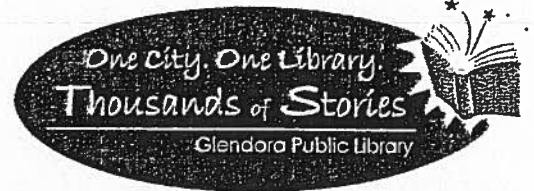


Our granddaughter on vacation from her College Campus needed use of the internet (which we were not hooked up to) So I suggested the library - She was delighted and couldn't say enough about how helpful you were. She now sports her own Glendora Library card.

[Use other side, if necessary]

Please return in the enclosed envelope.
Submitted By:

Betty Conly



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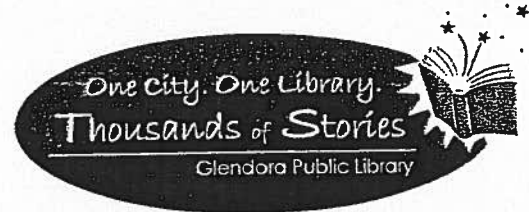


I love to read & I appreciate having the library so available to me.

[Use other side, if necessary]

Please return in the enclosed envelope.
Submitted By:

Rose Goldman



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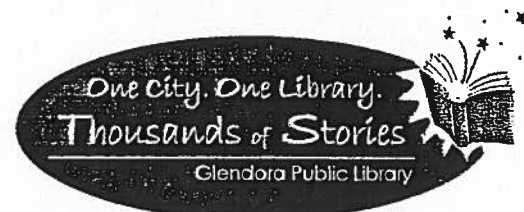


I participated in poetry readings with Keith VAN RIJETS VALLEY POETS GROUP.

[Use other side, if necessary]

Please return in the enclosed envelope.
Submitted By:

Elaine Lazzaroni





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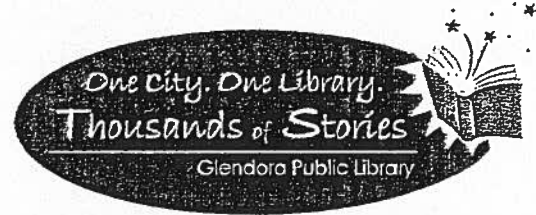
My parents were not big readers, which is probably why they never took me to the library as a kid. I was in my teens before the library became a part of my life - but it's been one ever since. It's nice to see so many great programs for kids these days. Someday, hopefully, my future kids will be able to participate.

[Use other side, if necessary]

Please return in the enclosed envelope.

Submitted By:

Denise Kaiser
Instructor, Citrus College



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We've come to expect the finest!

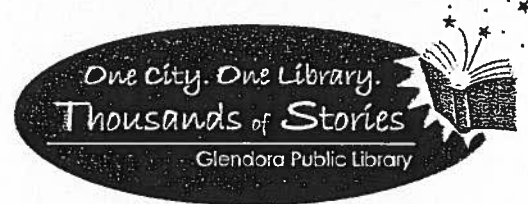
Please return in the enclosed envelope.

Submitted By:

Joel Jack Fehrenbach

Jacquelyn Fehrenbach

[Use other side, if necessary]





Maybe it was taking your child to the library for the first time, working through a job change, or just finding a quiet place to read, we

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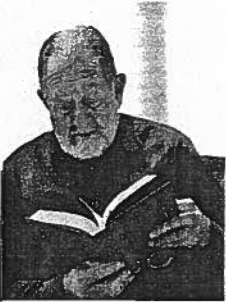


I am making a donation in memory of my son George Gadis, a long time supporter of the library. George passed away last March and had been a frequent patron of the library for over 40 years. I know that he would be very pleased by a donation in his memory. Thank you for your consideration.

[Use other side, if necessary]

Please return in the enclosed envelope.
Submitted By:

Irene Gadis



Maybe it was taking your child to the library for the first time, working through a job change, or just finding a quiet place to read, we want to hear your stories

of how Glendora Public Library has helped you live your best life.

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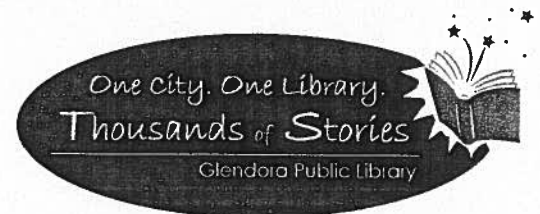


Thank you for providing so much information and services

great job !!

[Use other side, if necessary]

Please return in the enclosed envelope.
Submitted By:





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, Ted Taylor
Date: December 2004

Adult Services/Reference

Carolyn Thomas

Three children's events were held in December. "Stories with Santa" was held twice with 188 enjoying this program! A new craft event was held, "Decorate Gingerbread Houses." It was an overwhelming success and had 180 attendants (although we had planned for 60). Three trips to the grocery store were made that afternoon and we were able to accommodate all. Due to its success, next year we will offer the program twice.

We will be adding two new databases to our collection. "Consumer Law Ebooks" for adults and "TumbleBooks" for children will be available by the end of January 2005. We will be promoting our electronic resources in 2005 and will provide pathfinders and training for these new databases.

Rebecca Simjian has returned from maternity leave and we welcome her back. During her leave, Lanette Granger and Gaetano Abbondanza filled in many extra hours at the reference desk and continued to provide excellent service. We are *almost* fully staffed. This spring I will fill the pt librarian vacancy created when Evelyn Yee left to take a full time position at APU.

Librarian for a Day is coming soon! The essay contest will be held during the entire month of February 2005. Library board members will be asked to judge the essays and will be invited to attend the celebratory luncheon to be held in early April. See the attached *Librarian for a Day* flyers.

We have already begun planning for Summer Reading Club 2005. We will be celebrating "Dr. Seuss Birthday" on March 2 and have several ideas in mind for National Library Month in April. We are also planning an SAT workshop this spring; details to follow soon.

This year I will be creating "Reference Service Standards" for all staff who work both children's and adult reference desks. I will align standards and training with current state guidelines. Our existing Reference Services Policy notebook is dated 1992 and needs updating.

Circulation and Facilities

Carlos Baffigo

After a couple of slow weeks due to the Holidays, the Circulation Department is back running full steam ahead! Circulation desk staff has been very busy checking in materials held over the holidays, checking out to students back in school, and covering for staff out due to illness, vacations and changes in work assignments. Additionally, pages have been working extra hard putting all of those circulating materials back on the shelves as fast as possible. Thank you all for your hard work!

I met with City of Glendora Public Works Superintendent John Menke and representatives from AirEx Air Conditioning regarding the HVAC (Heating, Ventilation and Air Conditioning) replacement capital improvement project (CIP). This CIP would replace much of the existing 30 year old HVAC system that is frequently under costly repair. Originally, we were anticipating installation of new equipment in time for this summer's heat, but due to scheduling delays by P.W., the new system will not be installed until late 2005. We will need to keep our fingers crossed and hope the current system makes it through this coming summer!

A decision has yet to be made regarding the lack of maintenance help for the Library. We have been notified by the Police Chief that trustys are no longer available due to a lack of candidates. Also, P.W. has yet to take the reins in establishing a comprehensive maintenance plan for the Library.

The nagging roof leaks (new, old and rediscovered) continue, in addition to water intrusion through the wall in the North West corner of the library. Public Works continues to work with Courts Construction to remedy the leaks. The through-wall water intrusion will be addressed by P.W. once the rains subside.

Through it all, the staff has kept a positive attitude and incredible patience! I couldn't ask for anything more.

Children's Services/Youth

Cindy Romero

During the month of December, we had several successful Children's programs. We started the month with two visits from Santa. 185 people attended the two programs. We also featured a program for school-age children in December. Children could come and build a gingerbread house out of empty milk cartons and graham crackers. 180 people came to have some holiday fun. Story time attendance is starting to increase after the holidays.

The Librarian for a Day essay contest will be held during the month of February. The Librarian for a Day festivities will be held on April 6 from 11-2 at the library. We are currently planning a celebration for Dr. Seuss' birthday on March 2 in the Children's Room.

This month's collection in the Children's Room is a collection of greeting cards. Mary Pat is doing an excellent job of coordinating these displays. Please stop by to see it, and stay tuned for next month's display.

Development & Education Services

No report at this time.

Support Services

Ted Taylor

December 2004 continued to be a busy month for the department despite the many days the Library closed for the holidays.

The Processing staff—Abi Ellis, Jennifer Dunlop and Christy Nichols—processed a record high number of library materials for the month: 1,037.

Suzette Farmer is working diligently to keep the cataloged materials flowing for the processors. It used to be that the processors had to keep up with Suzette, but now is it the reverse.

I have been working toward getting the Magazine subsystem of the Polaris Integrated Library System setup for both Gail Jebbia and Pam Cameron. This will allow them to better track the many magazines (over 200 titles) that are received (at various frequencies) and processed throughout the year. I hope to have this project complete by Feb 1, 2005.



Be a Librarian for a Day!

Essay Contest Entry Form

Why is YOUR Library Card a Magical Card?

Deadline: Monday February 28, 2005 at 8:30 p.m.

Winners will be announced March 22, 2005

Name _____ Age _____ Phone _____

Address _____ City _____ Zip _____

School _____ Grade _____

I have read and understand the rules for the "Librarian for a Day"
essay contest.

Student Signature _____

Parent's permission is required to enter this contest. A school release form will be needed if your child is selected as a winner and needs to be excused from school for the program on **April 6, 2005**. The program will run from 11:00 a.m.–2:00 p.m. Winners will need to be picked up from the library at 2:00 p.m.

Parent's Signature _____

Please attach essay to this form. Essay may be typed or handwritten.

Essay must be 150 words or less.

Please return this form and essay to:

Glendora Public Library Children's Room

140 S. Glendora Ave.

Glendora, CA 91741

(626) 852-4891

"Librarian for a Day"

Essay Contest

Guidelines

- In your own words, write an essay of 150 words or less on the theme ***"Why is your library card a magical card?"***
- Attach essay to "Librarian for a Day" entry form.
- Complete the entire form including parent's signature.
- Return the completed form and essay to the Glendora Public Library Children's Room by **Monday February 28, 2005, 8:30 p.m.**
- Contest is open to students in grades 3-8 who live or attend school in Glendora.

Contest Dates

- **Tuesday, February 1-Monday, February 28, 2005:** entry forms and guidelines may be picked up in the Children's Room during regular library hours.
- **By February 28, 2005, 8:30 p.m.:** entries must be submitted to the Glendora Library Children's Room.
- **Tuesday, March 22, 2005:** Winners will be announced and contacted.
- **Wednesday, April 6, 2005:** Librarian for a Day program.

Judges

Entries will be judged by Library Board Trustees and Library Staff.

Categories

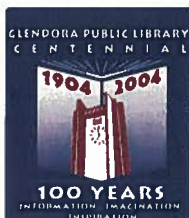
One winner will be chosen from each category:

- Grade 3
- Grade 4
- Grades 5-6
- Grades 7-8

Program

- Winners will be picked up from school in a limo and taken to the library.
- Winners will have lunch with Library Board Trustees, City Council members and Library Staff.
- Winners will have the opportunity to participate in several library related activities.
- Winners need to be picked up by their parents at 2:00 p.m.

This program is sponsored by the Friends Foundation.



Glendora Public Library
140 S. Glendora Avenue
Glendora, CA 91741
626/852-4891

Glendora Public Library Summary Data for December 2004

	Last YR Month	This YR Month	Percent Change	Last YTD	This YTD	Percent Change
<u>SERVICE CONTACTS</u>						
I.7 Hours Open	56	204	267%	1,233	1,306	6%
A. Library Visitors	6,195	18,743	203%	134,928	133,241	-1%
A.2 Visitors per Hour	110	91	-17%	113	105	-7%
C. Community Contacts*	56	2035	3534%	16389	28518	74%
TOTAL SERVICE CONTACTS (A+B+C)	6,251	20,778	232%	151,317	161,759	7%
<u>KEY SERVICE INDICATORS</u>						
1. Total Registered Borrowers	—	—	—	43,011	47,365	10%
1.2 Library Cards Issued	62	244	294%	2,005	1,976	-1%
2. Items Loaned	11,594	24,375	110%	194,291	178,544	-8%
2.1 Items Loaned per Hour	209	120	-43%	259	234	-10%
3. Requests for Information	1,309	3,750	186%	26,523	20,824	-21%
C.5 Presentations, Community & Special Events	2	2	0%	22	27	23%
C.6 Presentations, Community & Special Events - Attendance	50	194	288%	1,689	670	-60%
E. Total Computer Usage	4998	26849	437%	67,074	132,094	97%
4.9 Children Attending Programs	207	666	222%	4,248	3,142	-26%
E.5 Library Home Page Views	974	1,719	76%	9,969	11,154	12% ***
<u>SPECIFIC SERVICE INDICATORS</u> (included in above totals)						
A.4, A.6 Total Forum Attendance	100	630	530%	4150	3845	-7%
3.3 Fax, Mail & E-mail Requests for Information	10	8	-20%	89	28	-69%
3.2 Telephone Requests for Information	201	205	2%	1,307	1,204	-8%
3.1.3 Percent of In-Person Questions - Complex Questions	48	141	194%	793	759	-4%
4.1 Children's Requests for Information	196	773	294%	5,200	4,986	-4%
D.1 Literacy Students Served (Currently Active)	14	7	-50%	108	46	-57%
D.2 Literacy Hours Tutored	16	21	31%	220	158	-28%
E.2 Internet Users	594	3274	451%	13,876	17,673	27%
E.3 Electronic Resources Users	921	1295	41%	6,006	6,231	4%
E.4 Web Links Collection Views	3,460	22,232	543%	46,936	114,235	143%
F.2 Volunteer Hours	25	353	1312%	2,255	2,464	9%
G.1, G.2 Fines/Fees & Vending Fees Collected	\$1,081	\$4,214	290%	\$27,513	\$28,707	4%
H.1 Items Owned (snapshot)	—	—	—	135,183	140,483	4%
I.6 Percent of Collection Overdue (snapshot)	4%	4%	1%	—	—	—
2.3 Percent of Collection Checked Out (snapshot)	9%	17%	9%	—	—	—

All Story times cancelled July 28 - September 13, 2004 due to Plaza Project

No events in the Forum July 28 - September 13, 2004 due to Plaza Project

Library closed October 20 - October 25, 2004 due to flooding opened on October 25 at 2 p.m.

Library closed November 11, 2004 - Veterans Day, and closed November 25 & 26 for Thanksgiving

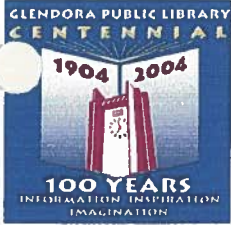
Library closed at noon Dec 23, closed Dec 24-26, closed at noon Dec 30, closed Dec 31 due to Holidays

* 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.



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(626) 852-4891

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Glendora, CA 91741

MEMO

To: Board of Library Trustees

From: Robin Weed-Brown, Library Director

Date: January 18, 2005

Re: Strategic Planning Ideas

Here are my thoughts on how to proceed with creating a five year plan for the library. These ideas can be used as a jump off points for our discussions.

1. This is not a visioning process such as what some of you went through in the 90's with Connie
2. This is a plan for the next 3-5 years or as long as we feel comfortable with. It would give us the road map for goals established annually. With annual goals the strategy may modify some from the initial plan; however that is the method for keeping this an evolving document, responsive to any unforeseen changes, challenges or opportunities.
3. We can do this ourselves with staff help including city staff like Larry Cox, or seek outside assistance from sources like the Univ. of LaVerne which has a Strategic Planning 'service' available to municipalities or hire an independent consultant from sources like Library Associates, Inc.. (I have made inquires into costs and am waiting for responses on estimates) or possible pro bono work from someone in community. I believe we can do this in-house if Larry would be available to help.

If we handle ourselves, and/or with Larry's help, this is one possible plan (library staff should be included as much as is feasible for feedback, additional input and buy in); keep in mind this is a simplified outline and some areas have more details associated with them than I have listed below:

1. Establish a realistic timeline-the planning process may take awhile to complete and we need to be sensitive to what else is going on in the library and community
2. Bring in targeted Focus Groups to garner community input
 - a. Establish group types: students, business, seniors, parents of: the very young, home-schooled, middle and high school aged; teachers, non-users, 'southern citizens', etc.
 - b. Gather names for each category
 - c. Create questions
 - d. Establish interview dates and issue invitations
 - e. Have Larry 'interview' them and have Craig video-tape them
 - i. Larry is a neutral facilitator-public wouldn't have to worry or hold back to avoid hurting library staff feelings

- ii. Taping allows library staff to review different focus groups and their comments later and repeatedly if need
3. Analyze information/input received from focus groups; review findings with all library staff for additional perspective/interpretation
4. Establish 3-5 library roles for planning period: in my second year here I handed out possible library roles or service responses (see attached summary of possible roles)
5. Review library mission and vision statements- revise as need
6. Create strategic plan with yearly goals/objectives to reach, including what gaps exist that need to be overcome to achieve (e.g. staff, funding, space, library culture changes, etc.)
7. Publish results

Attachments:

List of possible Library Service Responses/Role
Copy of one detailed example: Consumer Information
Memo from May 17, 2002

Complete information packet on responses originally handed out in May 2002 and is about 75 pages long-Doug and Sandra were on the board at that time. John and Jim joined in July 2002 and I believe I handed out copies to you at that time. Sylvia you may need a copy if I haven't distributed one to you before. Please see if you can locate your copies to save on re-printing costs.



Editorial



Real, live librarians are still central to our customers

What Users Want

IN A TOWN OF JUST 1800 PEOPLE, A WHOPPING TEN percent volunteer at the public library. What wellspring of goodwill does the library draw on to enlist so many people to give it their precious personal time? Three of the volunteers, juniors in high school, believe it's because the library is the "center of our cultural, musical, artistic, and community life," and they credit their librarian with making it so. Their comments stem from the nearly 1500 nominations nationwide for the just announced *New York Times* Librarian Awards for outstanding public service.

The nominations come largely from library customers, although a handful are from colleagues or library trustees. They patronize big-city and inner-city libraries, tiny rural libraries like the one described above, old-line community libraries in the Northeast, and newly emergent ones in the Sunbelt. The nominations are as good an indicator as we can find of what users want from their libraries. We can garner their support, not merely as volunteers but as advocates for public funding and as taxpayers, by fulfilling those expectations.

Admittedly, most nomination forms were found in libraries or in local editions of the *New York Times*, so these participants are probably not the remote users who are helping to boost library usage statistics. Nevertheless, the nominators reveal a high degree of awareness of the technology libraries offer.

✧ First and foremost, library users want community. My totally unscientific survey of some 70 finalists' nominations finds that user expectations fall into three categories. Without minimizing the importance of the library as a "beehive of activities," as one user put it, or community center, which rank high on user lists, they want an intellectual and cultural bastion. They use words and phrases that describe that kind of "community": one that "expand[s] their world," enables them to have an "intellectual and imaginative life," helps them "find [their] passion." As one nominator said, "The library is the cultural hub of the city.... It responds to the needs of the community but also rises above the needs to nourish the human spirit."

The current focus on keeping up with technology, running the library more efficiently and more like a business, sometimes leads us to dismiss these comments as platitudes and ignore them. But for customers who frequent

their library often enough to know a librarian they want to nominate for the Librarian Awards, these needs are real.

Secondly, users want an "almost endless source," as one nominator put it. They want reading and recommendations; listening, viewing, entertainment; research, teaching, and learning; and technology. They also want knowledge in context, not merely data. As one writer, an ESL teacher, said, "Schools teach [children] to learn to read; the library is teaching them to read to learn."

Among the sources, or resources, these library users cited their libraries for providing were a course on starting your own business, citizenship classes, homeowner information, a web site on how to tie a necktie (for a job interview), a book discussion group, chess club tournaments, "my husband's cancer treatment." The list goes on and on.

Lastly, these customers value the person who makes all this possible, the librarian: the person who shares their "wealth of knowledge," who makes the library a "welcoming" place for people of all levels and needs, who "helps them succeed," who is their "unofficial mentor," who is a "powerbroker to the disenfranchised."

The nominations are a powerful civics lesson, reinforcing traditional library values. They clarify user expectations. And they give a high mark to libraries' public service quotient. We must not lose sight of the importance of librarians in delivering that service to the people who want and need it.

Francine Fialkoff

Francine Fialkoff, Editor
fialkoff@reedbusiness.com

FIGURE 9Library Service Responses

Basic Literacy

A library that offers Basic Literacy service addresses the need to read and to perform other essential daily tasks.

Business and Career Information

A library that offers Business and Career Information service addresses a need for information related to business, careers, work, entrepreneurship, personal finances, and obtaining employment.

Commons

A library that provides a Commons environment helps address the need of people to meet and interact with others in their community and to participate in public discourse about community issues.

Community Referral

A library that offers Community Referral addresses the need for information related to services provided by community agencies and organizations.

Consumer Information

A library that provides Consumer Information service helps to satisfy the need for information to make informed consumer decisions and to help residents become more self-sufficient.

Cultural Awareness

A library that offers Cultural Awareness service helps satisfy the desire of community residents to gain an understanding of their own cultural heritage and the cultural heritage of others.

Current Topics and Titles

A library that provides Current Topics and Titles helps to fulfill community residents' appetite for

information about popular cultural and social trends and their desire for satisfying recreational experiences.

Formal Learning Support

A library that offers Formal Learning Support helps students who are enrolled in a formal program of education or who are pursuing their education through a program of homeschooling to attain their educational goals.

General Information

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

Government Information

The library that offers Government Information service helps satisfy the need for information about elected officials and government agencies that enables people to participate in the democratic process.

Information Literacy

A library that provides Information Literacy service helps address the need for skills related to finding, evaluating, and using information effectively.

Lifelong Learning

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

Local History and Genealogy

A library that offers Local History and Genealogy service addresses the desire of community residents to know and better understand personal or community heritage.

Consumer Information

Example of Needs Addressed by This Service Response

A library that provides Consumer Information service addresses the need for information to make informed consumer decisions and helps residents become more self-sufficient.

What the Library Does and Provides

The library will provide expert assistance and specialized electronic and print resources to individuals who are interested in becoming more knowledgeable consumers and to individuals who need to make important consumer decisions. The library will offer resources that include critical reviews of products and services and wholesale price guides for durable goods. The library will also offer access to information on maintaining and repairing consumer goods.

The library may provide programs on topics such as health, nutrition, child care, and consumer affairs. The library may offer practical pamphlets, booklets, and electronic access to resources produced by cooperative extension agencies, governmental entities, and consumer advocacy organizations. The library may also create its own consumer resources such as informational brochures, or it may locate and organize consumer-related information on a Web page.

Some Possible Components of Consumer Information Service

- Special programs on health, legal, or consumer topics
- Library Web page on consumer issues
- Library-produced publications and flyers on consumer topics
- Consumer complaint hotline
- Teletext service on consumer topics
- Consumer affairs bulletin board

Target Audiences and Service Aspects

Target Audiences

The library could focus its efforts on serving target populations such as teen-age mothers or seniors on fixed incomes.

Service Aspects

The library offering Consumer Information service could narrow its emphasis to a specific topic such as health information. It could focus on providing information needed to repair and maintain durable goods such as automobiles and washing machines.

Resource Allocation Issues to Consider

Staff

Staff involved in providing Consumer Information service need to develop and maintain a good knowledge of consumer, health, nutrition, and legal topics. They need to be highly skilled in database searching and should be familiar with a variety of computer search engines to access resources on the Internet.

Collection and Information Resources

Some aspects of Consumer Information service demand up-to-date reviews of consumer goods found in periodicals and from online sources. Other aspects of the service call for maintaining significant retrospective

collections of repair manuals. Web sites, newsletters, and other publications from governmental agencies, universities, and nonprofit organizations also contain valuable consumer information.

Facilities

Facilities for providing Consumer Information service should be designed to allow for some degree of privacy between the user and the library staff. Consumer Information service is often provided from the same physical space as other reference and information services. Typically, a great deal of space and furnishings is shared. Adequate table space for use of noncirculating materials is essential. Meeting room space for programming is important but may also be shared with other services. Display racks should be provided for distribution of brochures and other free consumer publications.

Technology

A great deal of consumer information is available from online sources. Libraries offering this service need to provide physical space that can accommodate computers and printers. A copy machine or machines should be provided in close proximity to print resources. Standard programming tools such as an overhead projector, screen, and video playback and projection equipment should be available in the library's meeting facilities.

Possible Measures to Consider When Developing Objectives

People Served

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

- Number of people who attended consumer information programs

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

- Number of unique people who receive the library's consumer information newsletter

How Well the Service Met the Needs of People Served

- Percent of people who used consumer information materials who indicated on a survey that the materials were useful to them
- Percent of people who used consumer information reference materials who indicated on a survey that the materials met their needs
- Percent of people who used consumer information services who indicated on a survey that the information was provided in a timely manner
- Percent of people attending consumer information programs who indicated on a survey that the program was satisfactory or excellent

Total Units of Service Delivered

- Circulation of consumer information materials
- Number of times the consumer information Web page was accessed
- Number of unique consumer book lists produced
- Number of consumer information reference questions answered
- Number of calls received on the library-sponsored teletext consumer information line

Consumer Information Stories

Ann Arbor District Library

(Ann Arbor, Mich. Service Population: 137,000)

Whether you're interested in the health benefits of citrus fruits or you're concerned that the new car you just bought is a lemon, the Ann Arbor District Library has just the information you need. The information may be in a reference book, in a magazine, in a pamphlet, or on the Internet, but chances are good that you'll find what you want quickly and easily because this library's consumer information resources are organized with the customer in mind!

The Ann Arbor Library has traditionally maintained a consumer information table at the Main Library and at each of its three branch locations. In fact, the approach of gathering reference resources on particular topics together on large index tables has been used over the years with college resources, investment resources, and a number of other topical

areas as well. When the library began designing its outstanding World Wide Web page, it decided to build on its success in creating topical interest centers. Whether you're using the library's consumer resources in person or you're accessing them on the Internet, you'll find information grouped in the same way. The Ann Arbor Web page has a consumer information page that contains resources for evaluating products, consumer protection information, health information resources, and so on.

Just because many resources are now available electronically doesn't mean that the library has forgotten the value of its print resources. Each subsection of the consumer Web page is divided into several sections. The check-out section describes books and other resources that can be found at the library, the second section provides a link to electronic resources such as periodical indexes, and the third section links the user to related World Wide Web sites.

Plainedge Public Library

(Massapequa, N.Y. Service Population: 20,000)

Most people think about getting information from the library off the shelf, over the desk, or on the telephone. In recent years, delivery by fax and over the Internet has been added to the delivery mechanisms used routinely by libraries. However, if you ask most Plainedge (N.Y.) School District residents how they received the most recent consumer information from the library they'd point to their mailbox! The Plainedge Public Library has been sending a variety of library and consumer information newsletters and publications directly to the 6,250 households in the Plainedge School District for nearly twenty years.

After conducting a number of community surveys and reviewing demographic projections for the community in 1976, the library was concerned with the potential impact that a decline in the numbers of two major categories of users, young children and at-home mothers, would have on library use. In their effort to develop new audiences for library services, the idea of providing consumer information through newsletters mailed directly to area residents was born.

The library mails three different library publications that contain some consumer information content. The *Library Newsletter*, mailed six times a year, contains one or two pages of consumer bulletins on a variety of general interest topics. The *Community Courier*, started because the school district doesn't have a local newspaper, is mailed quarterly and generally includes energy and ecology bulletins in addition to other information of importance to the community. The third publication, *News for the Consumer*, is distributed six to seventeen times each year, depending on funding. *News for the Consumer* provides four to twelve pages of information on topics such as health, money management, and nutrition. Library staff compile the content for these publications primarily from

public domain materials and government documents; however, they often secure permission and occasionally pay royalties to reprint copyrighted articles.

Chula Vista Public Library

(Chula Vista, Calif. Service Population: 153,000)

Most people would probably associate the words "health," "baby," and "mom" with a health-care clinic, but for Hispanic women in Chula Vista, California, the words are connected to an exciting new service available through the public library. The Virtual Reference Network program provides multimedia health resources in Spanish at workstations in the library and over the World Wide Web.

The program, which targeted Hispanic women with lower reading skills in English and Spanish, was initially called Healthy Baby/Healthy Mom. It provided a presentation that combined video, images, and sound in Spanish and English narration to overcome the need for print literacy. A subsequent development included migrating to an online, collaboratively built database with local content available via the World Wide Web. While women and their health needs continue to be a primary focus, jobs and education have also been added.



Glendora Public Library
(626) 852-4891

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

Glendora, CA 91741

MEMO

To: Board of Library Trustees
From: Robin
Date: May 17, 2002
Re: Library Service Roles

Attached are materials to help us with our strategic/long-range planning. One of the decisions we need to make, Trustees, staff and community, is what the role of the library could/should be in the community. For this purpose, the public library world has created service roles or responses that can help guide in decision-making. We are not limited to these choices, but they make a pretty good list to review and start with.

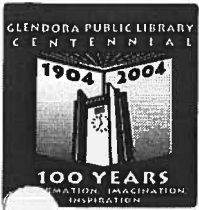
On top you have a copy of the last 5-year plan (at least that I could find) which lists at the top of the second page the 3 library roles selected for Glendora P.L. for that timeframe. Following that are the current response options, both the short and long versions. These are different from the choices we had back in the 80's and 90's, which were revised in 1997/98. The roles are now referred to as "responses" and you will find I use the words role and response interchangeably as we discuss them.

As you read through the materials please consider which responses we might want to work towards in the next 3 -5 years.

In the current set of responses, there is not a specific, children's only, role as there was previously. The philosophy behind that is that children, teens, adults, seniors, whatever the age group, could be / should be able to be reflected in any of the responses. It was also felt that by having a response that is ONLY targeted for children they would be left out of consideration for any of the other roles. Right or wrong that is the current situation.

I have also asked the mid-managers to start reviewing these materials as well. In the near future we will want to consider how we want to proceed with this planning and what other community members we want to bring into the process. As I mentioned a few months ago, the Friends Foundation is interested in participating in the strategic planning process and we need to keep that in mind as we consider broadening our base.

Thank you!



Glendora Public Library Events

January 2005

- 1 New Year's Day - Library Closed
- 3 Library reopens
- 4 Storytimes resumes
- 10 7 p.m. Books Alive! Discussion Group: *The Life of Pi* by Yann Martel – Main Floor
- 17 Martin Luther King Jr. Day - Library Closed
- 18 7 p.m. Library Board meeting - Library Board Room

February 2005

- 1-28 "Librarian for a day" essay contest: students grade 3-8
- 7-19 Friends Bookstore Sale
- 9 3 p.m. "Chocolate Fantasy" - Library Main Floor
- 9 7 p.m. "Poetic Verse" – Library Main Floor
- 14 2-4 p.m. "Romantic Guitars" – Library Main Floor
- 21 President's Day – Library Closed
- 28 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

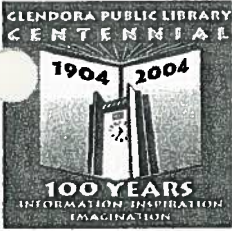
Foundation Executive Board Meeting

January 14 @ 7:00 a.m. Library - Main Floor

Foundation Quarterly Board Meeting

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

hand-out



Glendora Public Library
(626) 852-4891

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

Glendora, CA 91741

MEMO

To: Library Board
From: Robin Weed-Brown, Library Director
Date: January 18, 2005
Re: Glendora kids with library cards

According to the 2000 Cense there are 14,874 kids between 0-19 years old.

Polaris figures show 8,577 kids with library cards. 6,702 are 15 and younger (8th grade +-) and 4,987 are 9th-12th grade. 1,220 are between 18-19 years old.

Copies of the information sheets are attached.

TO: Robin
 FROM: Carolyn
 RE: Number of children in Glendora from Census 2000
 DATE: 1/15/05

According to Census 2000 Data, there are a total of 11,282 children 14 years old and younger in Glendora. There are a total of 3,592 children aged 15-19. Total of these numbers is 14,874. ct

DP-1. Profile of General Demographic Characteristics: 2000
 Data Set: Census 2000 Summary File 1 (SF 1) 100-Percent Data
 Geographic Area: **Glendora city, California**

NOTE: For information on confidentiality protection, nonsampling error, and definitions, see <http://factfinder.census.gov/home/en/datanotes/expsf1u.htm>.

Subject	Number	Percent
Total population	49,415	100.0
SEX AND AGE		
Male	23,844	48.3
Female	25,571	51.7
Under 5 years	3,103	6.3
5 to 9 years	3,897	7.9
10 to 14 years	4,282	8.7
15 to 19 years	3,592	7.3
20 to 24 years	2,512	5.1
25 to 34 years	5,912	12.0
35 to 44 years	8,461	17.1
45 to 54 years	6,992	14.1
55 to 59 years	2,441	4.9
60 to 64 years	2,040	4.1
65 to 74 years	3,287	6.7
75 to 84 years	2,160	4.4
85 years and over	736	1.5
Median age (years)	36.9	(X)
18 years and over	35,766	72.4
Male	16,906	34.2
Female	18,860	38.2
21 years and over	33,999	68.8
62 years and over	7,336	14.8
65 years and over	6,183	12.5
Male	2,501	5.1
Female	3,682	7.5
RACE		
One race	47,423	96.0

14,874

Robin Weed-Brown

From: Ted Taylor
Sent: Friday, January 14, 2005 2:16 PM
To: Robin Weed-Brown
Subject: Minors = 7, 357 / 18-19 yr olds = 1,200
Importance: High

Robin,

The number of minors (17 years old or younger) that live in Glendora and have a Library card = **7,357**.

The number of 18 and 19 year olds that live in Glendora and have a Library card = **1,220**.

Ted
Ted Taylor, Senior Librarian
Support Services
Glendora Public Library
140 S. Glendora Avenue
Glendora, CA 91741
ttaylor@ci.glendora.ca.us
626-852-4876

= 8,577

Robin Weed-Brown

From: Ted Taylor
Sent: Friday, January 14, 2005 8:56 AM
To: Robin Weed-Brown
Subject: Number of Glendora Patrons who are in 8th grade or less; 9th thru 12 grade
Importance: High

Robin,

The number of Glendora residents whose birth date is less than Dec 31, 1989 is **6,702**. (8th grade or less)

This would equate to the 'oldest' possible age of an 8th grader at 15 years old.

The age ranges for high school would be 14 thru 19 years old.

The number of Glendora residents whose birth date is less than Dec 31, 1985 and who birth date is greater than Jan 1, 1992 is **4,987**. (9th thru 12th grade)

Ted Taylor, Senior Librarian
Support Services
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1/18/2005



INFORMATION, INSPIRATION & IMAGINATION

To inform &
serve Library users

140 S. Glendora Avenue Glendora, CA 91741 (626) 852-4891 FAX (626) 852-4899

January—February 2005

Calendar of Events

January 1

Library Closed—New Year's Day

January 10

7 pm "Books Alive!"

January 17

Library Closed—MLK Day

January 18

7 pm Library Board Meeting

February 7—19

Friends Bookstore Sale

February 9

3 pm "Chocolate Fantasy"

February 9

7 pm "Poetic Verse"

February 14

2-4 pm "Romantic Guitars"

February 15

7 pm Library Board Meeting

February 21

Library Closed—President's Day

Children's Storytimes

"Time for Tykes" ages 3 - 5

Tues & Wed 10:30 am

"Family P.J. Storytime" ages 3 - 5

Wed. 7 pm

"Family Craft Night"

3rd Wed. of the month after PJ
Storytime

"Mother Goose Storytime"

Infants & toddlers Thurs. 10:30 am

Miss Bonnie Celebrates 30 Years with the Glendora Public Library

In January, Bonnie Deering (affectionately known in the community as Miss Bonnie) will celebrate 30 years with the Glendora Public Library. She began working as a page in 1974. She has served the library in many capacities by working the circulation desk, calling patrons regarding over due materials, interlibrary loans and outreach to seniors.



Bonnie has been the Volunteer Coordinator at the library for over 15 years. She is pictured here with our oldest volunteer, George Thompson.



Miss Bonnie has been doing Children's Storytime for 23 years. She is famous for her plethora of "cute" slippers and her ukulele.

You can join in the celebration by sharing a special memory you have with her. We have two books (one at the check-out desk and one at the Children's desk) in which you may write your good wishes or memories to her.

Save The Date

Great Trivia Challenge 13
Friday, March 11, 2005 at 6:30 p.m.
Azusa Pacific University

Library Hours:

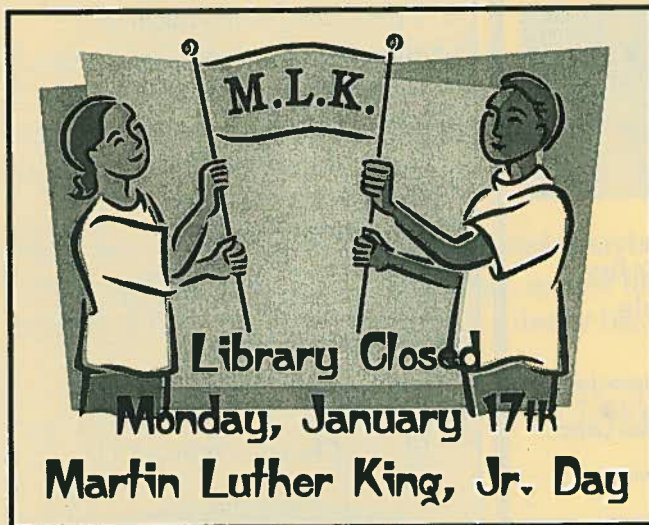
Mon.—Wed. 10 am—9 pm Thurs.—Sat. 10 am—5:30 pm Sun. Closed
www.ci.glendora.ca.us/library

January Events

BOOKS ALIVE!

Monday, January 10th at 7 p.m.
Library Main Floor

Yann Martel's imaginative and unforgettable "Life of Pi" is a magical reading experience, an endless expanse of storytelling about adventure and survival. This month's discussion promises to be as lively as ever.



LIBRARY CLOSED
PRESIDENT'S DAY
MONDAY, FEBRUARY 21ST



GOT HOMEWORK? GET HELP!

Get Free help online from real tutors.
One-to-one help.
Check it out @ the Glendora Library.
Grades 4 to 12 & College intro.

Math*Science
Social Studies*English
Monday-Saturday 1-9 pm

Spanish Speaking
Math & Science
Mon.-Thurs. 1-7 pm

LIBRARY CENTENNIAL EXHIBIT

Located on the Library's main floor, the Centennial Exhibit showcases historical pictures and memorabilia from Glendora's past. During January, our featured display will be **Glendora Churches**. Be sure and check out the exhibit in February to see what new display will be presented.

If you have an item of historical interest to Glendora you would like to display, please contact the Development and Education Services Office at 626-852-4894.

In February we will Celebrate Love @ the Library with....

...Chocolate Fantasy

Wednesday, February 9th at 3 p.m.
Library Main Floor

Learn how to create your own fanciful chocolates for that special Valentine in your life.



Linda Hermann owner of "A&J Cake Decorating", will wet our appetites with a fingerlickin' demonstration.



Tutor Training Workshop

Saturday, February 12th, 9a.m. to 3p.m.
Bidwell Forum

Do you have the desire to help another adult learn to read or write better?

This is your opportunity!

This training is provided FREE to interested adults and lunch will be provided.

To register or for more information call
Paul at 626-852-4897 or
Chris at 626-852-4894

...Poetic Verse

Wednesday, February 9th at 7 p.m.
Library Main Floor

Once again your favorite local poets will recite their original poetry. Join us for an evening of romance and humor.



...Romantic Guitars

Monday, February 14th, 2 to 4 p.m.
Library Main Floor



Classic guitarists Michael Ryan and Ken Souderlund will enchant us with their music. Join us for an afternoon of "romance", prizes and refreshments.

Friends Bookstore Sale

February 7th thru 19th

Don't miss out on these GREAT bargains!
This two week-long book sale will feature

- ◆ Children's Books
- ◆ Videos
- ◆ Hard Cover Books
- ◆ Paperbacks



Republican Women Federated Donate Books



Members of the East San Gabriel Valley Republican Women Federated donated over \$100 worth of materials to the Glendora Library. These donations support the "Maime Eisenhower Library Project" and all books and videos are presented to the library in honor of First Lady Laura Bush.

Materials added to the library collection are:

- The Legend of the Teddy Bear* by Frank Murphy
- Lovina's Song* by Marian Rudolph
- Marshall, The Courthouse Mouse* by Frank Murphy
- We Bank of Angels* by Elizabeth M. Norman
- The Living White House* by the White House Historical Association
- The White House in Tune with History* by White House Historical Association (video)
- Upon These Grounds, Exploring the White House Gardens* by the White House Historical Association (video)

Everyday visitors share how the Glendora Public Library has made a difference in their lives. From seniors exploring the Internet and children discovering their first book, to poets sharing their recent prose, to expectant parents learning the joy of reading as a family—libraries change lives.

How has the library changed your life? Maybe it was taking your child to the library for the first time, working through a job change, or just finding a quiet place to read. We want to hear your stories of how the Glendora Public Library has helped you live your best life.

We are one library with thousands of stories...tell us yours!



Please return your story to the check-out desk

Submitted By: _____