

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

Library Conference Room

December 14, 2004
6:00 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 November 15, 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 FY 04/05 2nd Quarter Goals review

Library Director to report

6.2 Cards for Kids Update

Sandra Freeman to report

6.3 Sunflower Grant Update

Library Director to report

7. NEW BUSINESS

7.1 Adult Literacy – Initial discussion

President Slakey to lead discussion

7.2 Modification of holiday closing hours – 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. ADJOURNMENT

Minutes
CITY OF GLENDORA
LIBRARY BOARD OF TRUSTEES – Regular Meeting

Library Conference Room
140 Glendora Ave.

November 15, 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, Sandra Freeman

Board Members Absent: None

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

PUBLIC COMMENT PERIOD

Gordon Trask, Friends Foundation President and Tristan Pico, VP of Fund Development attended the Board meeting. Trask and Pico handed out annual campaign t-shirts as gifts to the Board members. Pico talked about the Friends Foundation annual campaign, which just started, and plans to increase the effectiveness and efficiency of their fundraising. Pico described a new program called the "program of little giving." Instead of donating a large lump sum, the Friends Foundation will ask people to donate a smaller amount on a monthly basis to create a steady cash flow. Pico finished his presentation by stating that the Friends Foundation is here to support the Library and appreciates the Board. Jackson commented that the idea of "little giving" is a great idea. He said to keep up the good work. Freeman recommended the Friends Foundation contact local merchants for donations. President Slakey thought it was a great idea to reach a broader donor base. She thanked Trask and Pico for the t-shirts.

ADOPTION OF AGENDA

There were no changes to the order of the agenda.

CONSENT CALENDAR

It was MSC (Hodson/Jackson) to approve Minutes of meeting of October 18, 2004, with the following corrections. Under Report of Library Director a verb was omitted : "Weed-Brown said she was familiar with this experimental concept and in most cases that decision is reversed. Under Unfinished Business/Centennial Update the sentence should read: "Hodson told Chris Cravens to promote the event."

REPORT OF LIBRARY DIRECTOR

Weed-Brown informed the Board that the Christian Science workshop was cancelled due to the Library being flooded. Weed-Brown reported that the Library is waiting on a written comment from City Attorney Wayne Leech in regards to Bidwell Forum use by religious groups. Weed-Brown stated that Carlos received a thank you card for his "Noah-like" attitude during the flood.

Weed-Brown told the Board that she felt her visit to Sacramento to lobby for the Sunflower project was successful. She handed out a Sunflower Summary Fact sheet. Weed-Brown, Eric Ziegler, City Manager, Jon McNeil, Principal of the Sunflower Campus and Nick Medeiros, Lobbyist, met with several representatives in Sacramento last Wednesday. Weed-Brown felt the representatives they met with originally did not understand the scope of the Sunflower project. Weed-Brown said that she, Freeman and Jon McNeil will be going back to Sacramento on November 28th for the grant announcements. City Manager Ziegler will be unable to attend due to medical reasons. Weed-Brown explained the structure of the announcements and the length of the public comment period to the Board members. Theel asked whether letters should be written in support of the project. Weed-Brown stated that some letters of support were submitted with the application, but she would check to see if the Library should get more. The Board discussed the drawbacks and benefits of the public comment period during the grant announcements and the importance of the grants' rankings. Hodson remarked that the rankings will be released the week of Thanksgiving. Hodson volunteered to go up to Sacramento to meet with Senator Dede Alpert, a member of the California Public Library Construction and Renovation Board, to explain the Sunflower project. Jackson was pleased that City Manager Ziegler is supporting Sunflower.

Weed-Brown reported that 22 applications for the Library Development and Educational Services Coordinator position were received. All applications were reviewed and Weed-Brown stated that there are eight or nine qualified people who would be interviewed. She anticipated having first round interviews in early December.

Weed-Brown continued her report in stating that the Library Aide III position has been offered to Christine Jones and she has accepted. Jones' primary function will be to assist Office Manager Chris Cravens in the Foundation Office.

Theel asked Weed-Brown to let him know next time the Library plans to do a survey. The survey could be done online if there is enough time to set it up. Several programs are available that calculate percentages and tally totals. He needs to do further research to see if this would work for the Library.

UNFINISHED BUSINESS

Meetings with City Council

Freeman reported on her meeting with Mike and Marcia Conway. She said it was a positive meeting and feels that Conway supports the Library. President Slakey thanked all the Board members for following through and meeting one on one with Council members. Hodson shared with the Board that Gary Clifford was very supportive and felt that the Library Board should move ahead in regards to the salary equity issue. Clifford said other departments are also looking at salary issues. The Board discussed in detail the salary issues as they pertain to certain jobs within the Library and what can be done to improve the situation. Weed-Brown stated that staff knows that the salary issue is being worked on. President Slakey stated that the Board values the entire staff and wants every staff member compensated appropriately. Weed-Brown recognized the skill level required for the Library staff to provide excellent customer service deserves recognition thru salary.

Centennial Update

Hodson reported on the status of the closing ceremony. Events are scheduled on the Library main floor for December 4th starting at 10:30 a.m. Weed-Brown and the Board reviewed the chain of events. At 11:30 a.m. there will be closing remarks and the "Librarians for a Day" will read their essays. Cookies, punch and Starbucks coffee will be served. Weed-Brown asked all Board members to attend.

Library Board Goals

It was MSC (Hodson/Freeman) to approve the Library Trustee goals and objectives.

NEW BUSINESS

Library Goals – FY 05/06

The Board reviewed the new format for reporting goals as requested by the City Manager. President Slakey felt this was not an appropriate format to report Library goals. Hodson expressed his concern in regards to the "Timeline" column in the goals report, since there are no dates to refer back to. Weed-Brown stated that the City Manager requests quarterly updates. The goals will need to be converted and will also continue in the current format for the Board.

Weed-Brown informed the Board that she has asked the managers to get staff input for goals and the budget for FY 2005/2006. Theel asked about the status of a new circulation desk. Weed-Brown stated that no progress has been made on this issue. Theel also requested an update on the status of self check out. Weed-Brown stated that Polaris is currently working on a package version for self checkout. This format would include everything from books to AV material. Weed-Brown mentioned some other possible goals: addressing the salary equity issue by hiring a salary consultant, new event software for creating community calendars, the purchase of a children's catalog and a Polaris GIS system, which provides demographic information. Ted Taylor is checking into the GIS system. Theel reported that Azusa has had problems with their GIS system. Jackson questioned whether the Library should use self checkout since it has not been received well by the public. Theel responded by saying that self checkout is a great option. People do not have to wait in line if they do not want to. Hodson said that staff would still need to be there to assist our patrons that prefer human interaction.

Some discussion ensued on why some of the Library events do not have a great turn out. Freeman asked if the Board needs to re-examine adult literacy. After some discussion, President Slakey asked to put adult literacy on next month's agenda. Weed-Brown said management is also looking at the benefits of having a full time person instead of part time staff members.

Weed-Brown stated that since city revenue is down and expenses are up, the Board might consider goals that do not require any money. President Slakey asked to bring the Library Goals discussion back as an agenda item. Weed-Brown said that she wants most of the goals process done by the end of January.

Library Maintenance & Trustys

The Board reviewed the memorandum submitted by Anne Pankow, Customer Service and Facilities Manager. There are two issues to be addressed by the Board, the supplies issue and the staffing issue. Weed-Brown stated that Pankow recommended option A in regards to the supplies issue. The Board discussed this issue. **It was MSC (Hodson/Freeman) to recommend option A to the City Manager.**

The Board reviewed the staffing issue options. Theel had prepared a spreadsheet and shared his findings with the Board. He stated option A (hire a full-time library staff person) would be the ideal choice, but he feels the City Manager would not approve this option due to the costs involved. He felt option B is the next best option (hire a part-time staff person). A part-time library staff person would be easier to control than contract services. Option C (expand current contract with commercial company) would still take management time to keep up with the contract services. Freeman asked about maintenance on the 6th day the library is open. She felt that a full-time person is needed because of the volume of work. Theel asked Weed-Brown why Public Works does not take care of all city buildings. He feels maintenance should be centralized. Weed-Brown expressed that this issue will be addressed because the City Manager wants a global solution. How quickly is not clear. The Board discussed whether option B would be sufficient for the Library. One question was whether the hours of a part-time staff could be increased if needed. Weed-Brown said she would check into that. **It was MSC (Jackson/Theel) to recommend option B to the City Manager.**

Library Events Calendar

The Board reviewed the events calendar for November/December/January 2005. Weed-Brown pointed out that there will only be two Santa stories this year, which will be held in the Library during regular story time hours. She also pointed out the December 14th City Council meeting, which is planned to have the grant acceptance on the agenda.

BOARD MEMBER ITEMS

Agenda Planning Calendar

President Slakey noted the December 20th Board meeting may conflict with holiday schedules for Trustees. Following discussion on this topic, the decision was made to move the December Board meeting to December 14th at 6 p.m., before the City Council meeting.

Board Member Items

Hodson asked Weed-Brown about the blood drive that was held at Bidwell Forum. Weed-Brown said that 25 people attended.

CLOSED SESSION

The Board went into closed session at 9:07 p.m. and emerged at 9:35 p.m.

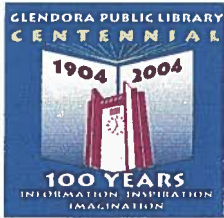
ADJOURNMENT

There being no further business, meeting adjourned at 9:36.

Respectfully Submitted,

Robin Weed-Brown, Library Director

*The above minutes are subject to the Library Board's additions or corrections and final approval.



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MEMO

To: Board of Library Trustees

From: Library Director *Bob*

CC: City Manager

Date: December 14, 2004

Re: Director's Report

Community

Two big items to report on this month, the Sunflower grant and our Centennial celebration.

First, the Sunflower Library grant. While away at the LAMA conference, rankings of the grants were released and we were all surprised at the response to our grant. While there are some legitimate criticisms about the grant, ultimately it appeared that both appropriate and inappropriate comments were made. In the long-run, with the departure on the Charter Oak USD side of Mark Hansberger, my primary partner on this project, my pending surgery with lengthy recover period, the ever-increasing costs for construction (steel, concrete, etc.) and the fiscal uncertainties for the city's budget, this may prove to be a blessing in disguise, despite our disappointment.

Second, the end of our Centennial year for the Library. Topping off a year of events was the closing ceremony on December 4, 2004. Speeches by Mayor Hamlow and Sue Bauer, harp and flute music, Dixieland band, color guard, coffee and cookies, all put a lovely finishing touch to the year's activities. It is disappointing to note the low turnout to many of our wonderful programs despite notification to newspapers, posters in the library, direct mailers, website PR and cable TV PR.

Our new Children's Librarian, Cindy Romero, has planned several fun activities for the children during December. Visits to our story times by Santa and Mrs. Claus and creating gingerbread houses are on the agenda. Story times will be on hiatus Dec. 28-30, 2004.

Public Services staff surveyed our library users on our electronic collection in mid-November. Results are still be interpreted and I am sure we will learn more about it in the near future. PS staff also monitored technology issues that impact the reference desk, such as problems with the PC reservation system to questions on how to set up an email account. While some items will just have to be accepted as the new norm for library staff, other issues should be able to be resolved. Carolyn Thomas and Ted Taylor will work together on resolving what issues we can.

On November 29th Carolyn Thomas accepted book donations for the Library by the East San Gabriel Valley Republican Women Federation. Attached to this report is her memo and photos.

Staff

We have a new Library Aide III in the Development Office. Christine Jones accepted the position and comes to us with a variety of skills and talents. We are happy to have her join our library family! (Which incidentally, will also bring the newest and youngest addition to our library family in about 5 months!)

The recruitment for the manager position for the Development office continues. We will be interviewing 9 candidates out of 22 applicants after the holidays. Due to other recruitments going on in the City, the Personnel department will not be able to schedule first interviews until January 2005.

Carolyn Thomas attended the California Library Association (CLA) conference in Santa Clara on November 12-15. She is chair of the Reference Services division of CLA and is also on the conference 2005 planning committee. In 2005 the conference will be in Pasadena so we will try to budget extra funds to send staff when it will be so nearby.

Paul Rhode also attended the CLA conference for one day to meet with other literacy personnel and hear the latest from the State Library. It is one of the few times that literacy folks get together and the networking, brain-picking interaction is very valuable.

Anne Pankow went out on medical leave on the Friday after Thanksgiving for her surgery. I expect her to be out 6-8 weeks. During that time, Carlos Baffigo will be Acting Manager for the Customer Service and Facilities division.

Director

I enjoyed the LAMA Institute on Leadership. One of the most interesting elements is that it is a national institute so people from all over the U.S. attend, not just Californians. Luis Herrera, Library Director at Pasadena Public Library and a former boss of mine, was one of the speakers. Of note was the snow that fell on Sunday in Palm Springs as we were all departing! I believe it might have been the first time I ever drove in falling snow! (being the California beach girl that I am!)

The Plaza project, as originally defined, is completed. Benches arrived Dec. 2nd, in pieces I might add as well as the trash receptacles. Carlos worked hard to get them put together! We were also able to add new benches and an extra trash receptacle to the front area of the library, to replace the broken, chipped, split concrete bench and trashcan that had been out there. There are still leaks however. They seem to be coming from the tower areas and it is still unclear how to fix the problem. No matter the solution, it will require a new capital project budget and authorization, which our Public Works department will handle. The current CIP budget for the Plaza job is spent and these additional leaks fall outside the scope of the original project.

The damage and repair bills from the flood are approximately \$33,000.00. I am working with Finance on next steps but am not holding out much hope for the materials we lost.

In regards to the loss of trustys and possible maintenance aide for the library, I met with Dave Davies and John Menke from Public Works. There is a long range plan being developed city wide on maintenance which would incorporate many of the suggestions from the Citizens Budget Committee. In the interim, Public Works staff will handle a majority of the maintenance issues that were outlined in Anne Pankow's memo last month (which was praised by Dave Davies for its thoroughness). We will still do on the spot things like unplugging toilets and forum set ups, but they will handle most of the other details, including capital projects for the library (such as the HVAC replacement). John Menke is our contact and we will work directly with him for the time-being. If we can get things handled in a timely manner, this will be a great development for us, allowing us to focus more on library issues and less on how and when to clean up after the pigeons or cleaning out gutters and sump pumps.

I met with Karen Davis in early December. She is serving on GUSD's newly formed foundation. One of the areas they want to raise funds for are their school libraries. They are interested in partnering with us and our Friends Foundation on some fund-raisers. I also mentioned that partnering on resources, such as electronic databases, can result in cost savings as well as make life for the students better with broader access. This baby is barely in the conception phase, but it is encouraging to know they did think about us!

The City Manager's knee replacement surgery went well on December 3rd. We expect him to be out until January 10th or thereabout.

A reminder that I will be back in Oklahoma starting December 21st (we are taking the red-eye out) and will return to the office on January 3rd.

I hope you all have a happy holiday season, filled with light and love.

TO: Robin Weed-Brown ✓
FROM: Carolyn Thomas
DATE: 11/29/04
RE: Gift books donated by East San Gabriel Valley Republican Women Federated

Members of the East San Gabriel Valley Republican Women Federated donated over \$100 worth of materials to the Glendora Public Library. Funds for these donations support the "Maime Eisenhower Library Project" and all books and videos are presented to the Glendora Public 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 Band of Angels, by Elizabeth M Norman
The Living White House by the White House Historical Association
The White House in Tune with History by the White House Historical Association (video)
Upon These Grounds, Exploring the white House Gardens by the white House Historical Association (video)

Rita Gurnee, Helen Doss and Mary Gates of the East San Gabriel Valley Republican Women Federated are pictured in the accompanying photo. Carolyn Thomas accepted the materials on behalf of the Glendora Public Library.

cc: Maggie, Chris



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Breaking News For Library and Information Decision Makers

Only 12 out of 72 Applicants Win CA Construction Awards

The third and final round of library construction fund recipients was announced by the California Library Construction and Renovation Board. Seventy-two communities competed for the more than \$80 million in funds remaining from the \$350 million generated by Proposition 14, approved by voters in 2000. The state announced 12 awards, which cover 65 percent of a project – either new construction of a public library or the renovation and expansion of an existing library. To date, a total of 46 projects have been funded at a cost of \$338 million.

The largest award, almost \$15 million, went to the Fontana Library & Resource Learning Center, San Bernardino County, for an 84,000 sq. ft. facility. Close to \$14 million went to the Castro Valley Library, Alameda County Library. Lafayette Library and Learning Center, Contra Costa County Library, will receive almost \$12 million. Another winner, North Natomas Library (\$7 million), Sacramento Public Library, is profiled in the January issue of *LJ*, "Great

Libraries in the Making." The Richmond and Ingleside branches of the San Francisco Public Library got approximately \$6 million and \$4 million respectively – the Richmond Branch is the only renovation project; all others awards are for new facilities.

Other winners include \$6.5 million for the 81st Avenue Branch Library, Oakland Public Library; the Orange Cove Neighborhood Library (\$2.8 million) and Tranquility Branch libraries (\$1.2 million), Fresno County; Lawndale Library (\$7.3 million) and Acton/Agua Dulce Library (\$4.6 million), County of Los Angeles Public Library; and the Sierra Valley Library (\$666,755), Plumas County Library.

Among the losers: Walnut Creek sought \$18 million to fund a new 42,000 sq. ft. facility, Antioch applied for \$15 million, and Manteca needed \$13 million for a 52,000 sq. ft. building.

California voters will have another chance in 2006 to approve a \$600 million bond measure for the state's Office of Library Construction. As much as half of that amount could be administered promptly to projects that weren't funded by the 2000 bond.

What we are addressing is people lingering in the children's department for no particular purpose." She notes that libraries in California and Nevada already have similar policies in place.

Although in August a minor claimed that an adult patron tried to molest her, Hoffman said that the policy is not a reaction to any one incident, instead asserting there are "lots of different reasons" for establishing it. "We looked at our community and looked at news in the world and thought about how we could best provide a positive and safe environment for children."

The library first created a separate teen space in its Club Central in answer to numerous requests. "Then we started thinking about children, too, and it made sense to make it special for children and their families." Hoffman says the reaction from the community has been "great" and that staff have had parents, caregivers, and teachers "come up and thank us."

Facing \$1 Million Funding Cut Lancaster System May Close

Lancaster, PA, county commissioners added libraries to the list of local services recommended for ten percent cuts to their operating funds. If endorsed, the federated library system would instantly lose \$200,000, which would put local support below the figure required to garner state support, so the system also would forfeit more than \$1 million in state aid. System administrator Susan Hauer said that the system headquarters is funded by the county and provides "both services and pass-through money to the 13 independent member libraries." The total budget for the system is \$3.9

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Orange Cty. Bans Solo Adults From Lingering in Kids Area

Orange County Library System (OCLS) in Orlando, FL, has become one of a handful of libraries to ban adults unaccompanied by children from loitering in the children's areas throughout its 14 branches. Marilyn Hoffman, OCLS's community relations coordinator, explained, "An adult can come in without a child and browse and take materials to other areas of the library.

To: Robin Weed-Brown
From: Carolyn Thomas, Anne Pankow, Cindy Romero, Ted Taylor
Date: November 2004

Adult Services/Reference

Carolyn Thomas

I attended the California Library Association, held in San Jose, Nov. 13-15.

Comments: Wonderful stimulating conference—best one I've been to! As President of Reference Services Section, I held the annual section meeting and attended the following conference events. I am also on the Conference Planning Committee for 2005 which will be held in Pasadena.

11/13/04, Opening Session: Peter Norvig, Director of Search Quality at Google

11/13/04, How to make 1 librarian + 18 bags = 500 child visits a week

(traveling storytime—excellent program for home daycare centers)

11/13/04, Assessing Reference and Public Service: discussed use of WOREP Ref Eval Program run by Kent State: \$1.25/survey—matches librarian & patron response

11/14/04, Consumer Health Information on the Internet: new info from Medline plus good consumer sites for authoritative info

11/14/04, Master Speaker, Chitra Divakaruni, author of "Sister of My Heart"

11/14/04, Reference Services Section Meeting, plan workshops for 2005 conference, nominations for officers, outreach to new professionals

11/14/04, Book Discussion, "Sister of My Heart" with Citra Divakaruni and librarians!

11/15/04, What's New at Thomson Gale—Science Resource Center—expensive but fills need

11/15/04, Healthy People Project: free consumer health info for public libraries

11/15/04, Graphic Novels Discussion Program for Teens, possibility for teen SRC 2005

11/15/04, Closing Session: Daniel Handler, Lemony Snicket author! Delightful. His latest will be made into movie in December

Cindy attended the MCLS Children Services Committee meeting on Nov. 17.

The themes for 2005 Summer Reading Club are:

children: "Super Readers, Super Heroes"

teen: "Unleash your power, READ".

Orders for t-shirts will be submitted in December and planning is already underway for summer 2005.

There were several events in November. "Books Alive" celebrated Graham Greene's 100th birthday and read the classic *The Power and the Glory*. The In n Out program has concluded with 361 children participating and receiving free hamburgers! During Children's Book Week, Nov. 15-20, 78 children submitted book reviews on a book they had read. In a drawing, eight children won a gift certificate to "Blue Chair".

Rebecca Simjian will return to work from her maternity leave on Jan 3, 2005. We will be happy to have her with us again.

Two surveys were conducted Nov. 1-13. The first survey was to tally "computer center issues" at our public internet stations. Librarians tallied responses by issue and time period to determine what were the most common problems and at what time did they occur. A sample survey and the tallied results is attached. The numbers indicate that patrons had the most problems with printing and self serve reservations. Most public internet use issues occur in the morning and late afternoon. Staff will discuss ways to better serve our public. With internet signups up 13% this year and with almost 3000 users a month, this is an important area for public services to address.

The second survey was conducted during the same time period but patrons were asked to fill out a questionnaire. The library has 9 databases and an online catalog and we wanted to get patrons response to whether they find these databases valuable and if patrons would be interested in attending a training session to learn how to use them. The survey "Database Survey", along with the tallied results is attached. 356 surveys were returned. Most were weekly visitors to the library and found the library catalog to be the most valuable. The three databases patrons would attend training on were the library catalog, Netlibrary and Facts on File. Also attached are a list of patron comments which were freely written and not solicited in the survey. Staff is planning to offer public training on both the library catalog and netlibrary by Fall 2005.

Circulation

Carlos Baffigo

Anne Pankow, Customer Service and Facilities Manager, is currently out on medical leave. Carlos Baffigo is Acting Manager.

The Plaza project is practically finished! Benches and trash receptacles have arrived and should be installed soon. Work continues by Courts Construction to stop the stubborn leaks around the Plaza towers.

Flood repair and restoration has been finished with the exception of some paint touch-up. Also, sump pump operation maintenance and gutter cleaning are now under the supervision of Public Works.

The new A/V book drops were ordered. Delivery and installation should occur in early December.

Children's Services/Youth

Cindy Romero

Story times continued during the month of November with a total of 442 people attending. Thursday morning Mother Goose story time has become so popular that we are considering offering a second Mother Goose story time to reduce the number of children at a single time. During a recent story time, we took an informal survey of what second time would be most attended and will consider Monday morning, or a second Thursday morning session.

We continued with the In-n-Out Food for Thought program in November. There were a total of 361 children registered for the program. When the children completed 5 books, they were eligible to receive a certificate for a free hamburger. We also celebrated Children's Book Week the week of November 15. Children who completed a book review card received a book mark and were entered to

win a gift certificate for Blue Chair Books. Seventy-eight book reviews were turned in and are on display in the Children's Room. Nine children won gift certificates.

During December we will be having Santa visit on December 7th and 8th. Santa will be telling stories, and children will be able to have milk and cookies afterwards. On December 9th, children will be able to build their own gingerbread house.

Mary Pat has created a wonderful gingerbread house for the bulletin board in the Bidwell Forum while Santa is visiting, which will be brought down for the windows in the children's room. We also have a Pez dispenser display on loan to the library for the month. Please stop by and see the decorations.

Development & Education Services

No report at this time.

Support Services

Ted Taylor

In order to properly match the library material being ordered with the category (e.g. Adult Fiction) that it belongs, a new term called 'Collections' have been made in our Polaris library system. This category will fix problems with the matching of library materials and the category they belong. The staff continues to seek to work smarter. One idea that Christy Nichols suggested was using the circular label (that has 'Glendora Public Library' and the first part of the barcode) that was previously used only with DVDs, is now being used with audio books CDs. This will save time and effort in processing our Audiobooks on CD.

An upgrade to our public computer reservation system was installed on Monday, Nov 22, 2004. The bugs were fixed and the public was back using our computers by Tuesday afternoon, Nov 23, 2004. The improvements include a simpler method of printing documents, as well as an easier way to understand computer reservation system. Our 15 public computers now have a 'different' number – TC #1-10 and PC # 11-15, to avoid confusion when making reservations.

Computer Center Issues Survey
November 1-13, 2004

Date:

	10:00-12:00	12:00-2:00	2:00-4:00	4:00-6:00	6:00-9:00
No Basic Internet Skills					
No Basic Computer Skills					
Email					
Microsoft Office					
Other Software					
Save to Disk/CD					
Printing					
E-Card					
Microfilm Reader					
Other					

Reservations

Self serve sign up					
Patron Makes Reservation but didn't take					
CMS system slow, need to reset					
CMS Print Errors/Money					
Reservation does not show on main computer/reset					
reservation double entered					
patron wants to cancel reservation because other computer becomes available					
patron gets on available computer but is kicked off because of reservation					
patron has not been on computer but recieves maximum time exceeded message					
patron asks to exceed 90 mins					
other					

Computer Center Issues Survey Nov 1 - 13, 2004

	10-Noon	Noon-2pm	2 - 4 pm	4 - 6 pm	6 - 9 pm	TOTALS
No basic INTERNET skills	5	2	2	3	0	12
No basic Computer skills	1	2	1	3	0	7
Email questions	3	3	0	2	2	10
Microsoft Office questions	2	1	2	1	0	6
Other software questions	4	2	0	2	1	9
Saving to a disk/CD	1	1	1	1	0	4
Printing questions	12	13	21	9	8	63
E-Card	4	3	1	4	0	12
Microform Reader questions	1	1	4	0	0	6
Other	2	1	1	0	0	4

RESERVATIONS

Self serve sign-up questions	39	33	38	19	2	131
Patron makes reservation but failed	1	2	0	6	0	9
CMS Print Release station SLOW	0	2	0	1	0	3
CMS Print Errors/Money	0	2	1	6	0	9
Reservation does not show on Adm computer	0	0	0	2	0	2
Double Reservation entered	0	0	0	2	0	2
Cancel Reservation request	1	0	0	3	2	6
Patron gets less than 90 min due to reservation	2	0	0	2	1	5
Patron gets message "Max time exceeded"	1	0	0	1	0	2
Patron wants MORE than 90 minutes	1	1	0	1	4	7
Other	2	1	0	1	4	8

TOTALS 82 70 72 69 24 317

LIBRARY SURVEY

GLENDORA PUBLIC LIBRARY – NOVEMBER 1-13, 2004

We would like your suggestions in improving the library's collections and services. The survey will take a few minutes. Thank you for your input.

A. The library has 9 databases and an online catalog. Place an X on the line following each database which best describes what you think about each one.

	I find valuable	seldom or never use	would attend ½ hr training class
Online Library Catalog	_____	_____	_____
General Reference Center Gold (magazines)	_____	_____	_____
Contemporary Literary Criticism	_____	_____	_____
Health & Wellness (health information)	_____	_____	_____
Opposing Viewpoints (pro & con articles)	_____	_____	_____
Netlibrary (electronic books)	_____	_____	_____
Newsbank (newspapers)	_____	_____	_____
Reference USA (yellow pages & business info)	_____	_____	_____
Facts on File (Science Experiments & Kids Homework Resources)	_____	_____	_____
Tutor.com (online homework help)	_____	_____	_____
Is there another database you would like to see in the library?	_____		

Check age level: 17 and under 18-29 30-49 50-65 66 and over

Male Female

Frequency of library visits: weekly monthly 2 x yr 1 x yr

TURN SURVEY IN AT CIRCULATION OR INFORMATION DESK

Gender

Male 121
 Female 190

Age

Under 17 91
 18 to 29 62
 30 to 49 146
 50 to 65 75
 66 and over 26

Library Usage

Weekly 221
 Monthly 123
 Twice a year 19
 Once a year 7

RESOURCES

Library Catalog

Valuable 263
 Seldom 110

Training 29

General Reference Center Gold

Valuable 157
 Seldom 206

Training 12

Contemporary Literary Criticism

Valuable 84

Seldom 265

Training 19

Health & Wellness

Valuable 159

Seldom 204

Training 19

Opposing Viewpoints

Valuable 119

Seldom 261

Training 11

Netlibrary

Valuable 117

Seldom 234

Training 26

Newsbank

Valuable 179

Seldom 185

Training 10

Reference USA

Valuable 139

Seldom 220

Training 11

Facts on File

Valuable 157

Seldom 200

Training 26

Tutor.com

Valuable 116

Seldom 232

Training 20

NUMBER OF SURVEYS 356

PATRON COMMENTS

*I never knew these databases were available

*I didn't know you had it (Facts on File)

*No cell phones

*photo reference library (art and current events)

*patron said she didn't know we had these things

*more books on tape to listen to during commute

*health and wellness, usually quack frauds like chiropractic and other scams

*no suggestions but always room for improvement

*Would like to see live in person Tutors

*You need better informed and more couteous minded personnel in the bookstore
some assistants are indifferent to questions

*The only area that seems to be lacking are cell phones usage in the library. The other issue being how noisy some of the teenagers are one would think they know better.

*I like the videos.

*This is my first time I have ever used it.

*I am a constant books on tpaee reader. I have used other libraries to check out books. hey always make sure the reader checking a book in has wound all tapes to the end. If not they are returned to patron to be wound. It is annoying and with one my machines difficult to have to rewind every tape before I can listen to it. Please help.

*Online library catalog training for elementary age kids would be great.

Glendora Public Library Summary Data for November 2004

	Last YR Month	This YR Month	Percent Change	Last YTD	This YTD	Percent Change
<u>SERVICE CONTACTS</u>						
1.7 Hours Open	215	222	3%	1,177	1,102	-6%
A. Library Visitors	19,460	21,827	12%	128,733	114,498	-11%
A.2 Visitors per Hour	90	98	9%	113	105	-7%
C. Community Contacts*	13835	22261	61%	16333	26483	62%
TOTAL SERVICE CONTACTS (A+B+C)	33,295	44,088	32%	145,066	140,981	-3%
<u>KEY SERVICE INDICATORS</u>						
1. Total Registered Borrowers	—	—	—	42,968	47,126	10%
1.2 Library Cards Issued	417	312	-25%	1,943	1,732	-11%
2. Items Loaned	37,395	30,323	-19%	182,697	154,169	-16%
2.1 Items Loaned per Hour	174	137	-21%	259	234	-10%
3. Requests for Information	4,939	3,670	-26%	25,214	17,074	-32%
C.5 Presentations, Community & Special Events	6	2	-67%	20	25	25%
C.6 Presentations, Community & Special Events - Attendance	305	46	-85%	1,639	476	-71%
E. Total Computer Usage	12292	25224	105%	62,076	105,245	70%
4.9 Children Attending Programs	398	927	133%	4,041	2,476	-39%
E.5 Library Home Page Views	1,988	1,981	0%	8,995	9,435	5% ***
<u>SPECIFIC SERVICE INDICATORS</u>						
<i>(included in above totals)</i>						
A.4, A.6 Total Forum Attendance	200	770	285%	4050	3215	-21%
3.3 Fax, Mail & E-mail Requests for Information	15	3	-80%	79	20	-75%
3.2 Telephone Requests for Information	201	216	7%	1,106	999	-10%
3.1.3 Percent of In-Person Questions - Complex Questions	175	191	9%	745	618	-17%
4.1 Children's Requests for Information	1055	990	-6%	5,004	4,213	-16%
D.1 Literacy Students Served (Currently Active)	14	7	-50%	94	39	-59%
D.2 Literacy Hours Tutored	67	24	-64%	204	137	-33%
E.2 Internet Users	2443	2200	-10%	13,282	14,399	8%
E.3 Electronic Resources Users	1645	1569	-5%	5,085	4,936	-3%
E.4 Web Links Collection Views	8,129	21,407	163%	43,476	92,003	112%
F.2 Volunteer Hours	395	339	-14%	2,230	2,111	-5%
G.1, G.2 Fines/Fees & Vending Fees Collected	\$5,086	\$3,816	-25%	\$26,431	\$23,742	-10%
H.1 Items Owned (snapshot)	—	—	—	132,264	140,685	6%
I.6 Percent of Collection Overdue (snapshot)	4%	4%	0%	—	—	—
2.3 Percent of Collection Checked Out (snapshot)	28%	22%	-7%	—	—	—

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

* 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.

1

6.1

Library 2004-05 Goals and Objectives - 2nd Quarter

Divisions	Timeline	Responsibility	Other City/Div staff needed	Status
Administration				
Continue Centennial Celebration events & plan Grand Finale	complete by 09/30/04	Trustee Hodson	Weed-Brown Centennial committee	100% complete
Expand "Cards for Kids" project, include Library Night for Glendora schools	complete by 06/05	Trustee Freeman	DES	50% complete Wash Elementary 09/04 Currently working with GUSD to make classroom visits
3 in-house staff training sessions on customer service	complete by 06/30/05	Weed-Brown	Lib Management Team	100% completed
Sunflower Library Project	complete by 11/29/04	Weed-Brown	Library Board, DES Friends Foundation	100 % completed
Customer Service & Facilities				
Survey users on services available	complete by 05/05	Pankow		N/A
Plaza/Library roof capital project	complete by 12/30/04	Pankow, Baffigo	Public Works staff	98% completed Trash receipt on way; continuing/new leaks may alter status
Add 2 AV book-drops	complete by 09/30/04	Pankow	Public Works staff to install	50% completed back AV drop may be done next fiscal year; existing book drop may not survive moving
DES				
Family Literacy Pilot Program	complete by Summer 04	DES	Trustee Freeman	100% completed
Create computer learning lab for literay students	complete by 12/30/04	Rohde	DES	40% completed-Plaza Project delayed this

12/3/2004

1 of 2

Library 2004-05 Goals and Objectives - 2nd Quarter

Evaluate/train tutors and adult learners	complete by 06/30/05	Rohde	DES	25% complete Outreach to Seniors being explored; Tutor training being scheduled
Create, plan, implement a pilot project to take adult literacy program to Glendora businesses	complete by 06/30/05	Rohde	DES	0% completed-focus does not work with CDBG funding, shifting to Seniors
Evaluate lib programs/events for effective use of FF funding	complete by 04/30/05	DES		50% completed
Public Services				
Implement 3 Summer Reading Clubs	complete by 06/21/04	Thomas	Public Services Staff	100% completed
Expand "Books Alive" adult book discussion group to bi-monthly; develop reading guide	complete by 12/04	Thomas		100% completed
1 Survey on collection needs (2nd survey optional)	complete by 10/30/04	Thomas		1st survey 100% completed 2nd Collection survey slated for late winter 2005
Support Services				
Create promotion package on wall-less services (e-book collection, 24/7 ref services)	complete by 06/30/05	Taylor	Thomas, Lara Public Services Staff	25% completed
Digitize library instruction pathfinders and post on web for easy access	complete by 12/30/04	Taylor	Thomas, Lara	50% completed
Upgrade/revamp Library's web pages	complete by 06/30/05	Taylor	Thomas, Lara	10% complete updated regularly, revamp pending

12/3/2004

2 of 2

C:\Documents and Settings\Robin Weed-Brown\Local Settings\Temporary Internet Files\OLK1\Goals-Objectives

LIBRARY GOALS and OBJECTIVES FOR 2004-2005: Second Quarter Update

Goal:

- The community will be enriched by services that promote the value of learning for life.

Objectives:

- Implement the 3 Summer Reading Clubs with estimated participation of 1500 children, 100 adults and 100 teens by June 21, 2004 (*Key Staff: Carolyn Thomas and Public Services staff*)

Results: Completed: 3 SRCs ran June 21-July31, 2004. 18 programs were offered to 1,217 participants with 114 youth volunteers assisting. 1091 children, 80 teens and 46 adults participated; planning for the 2005 SRCs begins in January 2005.

- Continue the Library's Centennial Celebration events and plan a Grand Finale, all funded by the Friends Foundation -by 9/30/04 (*Key Staff: Trustee Doug Hodson, chair, Centennial committee, Library Director*)

Results: Completed: July: Centennial Night on the Plaza; October: Yucatan/Merida celebration & Railroad Expo; Nov: "An American in Love with his Country"-veteran poetry; Dec: Closing finale Dec 4

- Continue the expansion of the "Cards for Kids" project, including special "Library Night" for participating schools-Fall and Winter 2004 (*Key Staff: Sandra Freeman, Trustee, Development Office*)

Status/Results: Washington Elem. School- Sept. 23; 7 library cards issued; Working with GUSD to access additional schools.

- Survey Library users on services currently available in Library- May 2005 (*Key Staff: Anne Pankow*)

Status/Results: N/A with due date of May 05

- Expand "Books Alive" adult book discussion group to bi-monthly, in response to demand- begins July 2004; a reading guide will be developed by December 2004. (*Key Staff: Carolyn Thomas*)

Results: Completed; Sept 04: Adventures of Huck Finn; Nov: Power and the Glory; Jan 05: Life of Pi; Mar: Snow Country; May: Absolute Friends; July: Sci Fi – individual selects; Reading Guide completed in July 2004

Goal:

- The community will have a library that is welcoming, safe and accessible and a comfortable environment to read, find information and interact with others.

Objectives:

- Continue to completion, with Public Works, the Plaza/Library roof capital project – by December 30, 2004 if possible (*Key Staff: Anne Pankow, Carlos Baffigo, Public Works staff*)

Results: Completed; July-Sept: prep work, membrane and concrete poured; Oct –Nov: Lights, shade structures, benches, trash receptacles installed; continuing leaks may need new CIP status for 05/06

- Via Friends Foundation funding, add audio visual book-drop(s) to Glendora Ave. and back parking lot if space allows, to protect the AV materials and make returns easier for public- by September 30, 2004 (*Key Staff: Anne Pankow*)

Status/Results: 2 AV book-drops ordered in late September 2004; awaiting installation in front area; back area drop may wait until new fiscal year; the current book drop will not survive moving to make space for new AV drop; a new one will be put in funding request for 05/06

- Plan and implement 3 in-house staff training sessions on customer service, leadership and communication to better serve both internal and external customers- by June 30, 2005 (*Key Staff: Library Management Team*)

Status/Results: Communication/listening skills workshop for all staff with Ray Rood, June 2004; 2 Leadership training sessions with mid-mangers and library director, lead by Ray Rood in July 2004;

Goal:

- The community will have access to a wide array of library resources in formats that meet their reading, enrichment and information needs.

Objectives:

- Create promotion package on Library's 'wall-less' services, e.g. e-book collection, 24/7 reference services - by June 30, 2005 (*Key Staff: Ted Taylor, Carolyn Thomas, Maggie Lara and Public Services staff*)

Status/Results: Discussions with Ted, Carolyn and Maggie begun in Sept. 2004

- Survey library users on collection needs- by October 30, 2004 (*Key Staff: Carolyn Thomas*)

Status/Results: Survey on electronic resources done Nov 1-16, 2004; collection survey slated for late winter 05

- Digitize library instruction pathfinders and post on web for easy access by citizens- by Dec 30, 2004 (*Key Staff: Ted Taylor, Carolyn Thomas, Maggie Lara*)

Status/Results: Initial discussions with key staff held in August and Sept. 04

- Upgrade/revamp Library's Web pages- by June 30, 2005 (*Key Staff: Ted Taylor, Carolyn Thomas, Maggie Lara, Library Director*)

Status/Results: Initial discussion with key staff held in Sept. 04

Goal:

- The community will be enriched through a respectful partnership between the Friends Foundation and the City that provides volunteer and financial support to enhance library services in the areas of Information Technology, Community Education, and Youth Reading Services. *

Objectives:

- Family Literacy Pilot Program: In partnership with the Glendora USD, take the Summer Reading Club out to low income housing areas to at-risk children in Glendora; Summer 2004 (*Key Staff: DES staff, Sandra Freeman, Trustee*)

Results: Completed; As a pilot program this exceeded expectations. Only 50 participants were initially targeted. 16 volunteers and 2 library staff members ran the program; 146 children were served, 27 library cards issued and 39 more reactivated; 391 books given away (purchased at "The Blue Chair") at 6 sites throughout Glendora for a cost of approximately \$2,000.

- Sunflower Library Project, on-going: *(Key Staff: Library Director, Library Board, Friends Foundation & DES office)*
 - Grant award announced in Fall 2004
 - Expanded fundraising will begin once award is announced. Additional grants will be submitted and a community campaign begun

Results: Completed; grant not received; project on shelf for now

- Adult Literacy Services:
 - Create computer learning lab for literacy students in partnership with Whitcomb School, GUSD by December 30, 2004 (timing is dependent on completion of Plaza project) *(Key Staff: Paul Rohde and DES office)*

Status/Results: With plaza project now completed, space is now available and lab being set up for use in January 2005; tutor training being scheduled for Jan. 05 as well

- A new Literacy Coordinator, hired with CDBG funds, under the direction of the Dev. & Ed. Serv. Manager, will:
 - Re-evaluate and provide additional training and monitoring to the tutors and adult learners- by June 30, 2005 *(Key Staff: Paul Rohde, DES office)*
 - Create, plan and implement a pilot project to take the adult literacy program to selected Glendora businesses- by June 30, 2005 *(Key Staff: DES office)*

Status/Results: Paul Rohde is ready to implement new computer based literacy training, for students and tutors, evaluation and outcomes monitoring by Jan. 05 ; Outreach to seniors in planning stages and matches CDBG restrictions; business program on hold until new manager hired;

- Evaluate library programs and events in consideration of cost, community response and other library needs for most effective use of Friends Foundation funding- by April 30, 2005 *(Key Staff: DES office)*

Status/Results: As programs occur, evaluations and cost per are being done. For example: Summer reading clubs: done; SRC outreach: done

* Due to the resignation of the Development and Educational Services Manager and a possible re-structuring of the DES office, these goals may be modified)

7.2



Glendora Public Library
(626) 852-4891

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

Glendora, CA 91741

MEMO

To: Board of Library Trustees
 From: Robin Weed-Brown, Library Director *Robin*
 CC: Culver Heaton, Jr., Acting City Manager
 Date: December 14, 2004
 Re: Agenda item 7.2: Modification of Holiday Closing Hours

At the October 18, 2004 meeting, the Board approved special holiday hours for the library covering Christmas and New Year's. At that time it was unclear how the City would be handling the additional half day off that general and mid-management employees are granted per their Memorandum of Understanding. On December 1, 2004 a memo outlining how City Hall was going to respond to this issue was released and is attached for your review.

Based on that information, I respectfully recommend the following modification to library hours for December 2004:

- Close the Library at noon on Thursday, December 23, 2004 and reopen on Monday, December 27, 2004
- Close the Library at noon on Thursday, December 30, 2004. and reopen on Monday, January 3, 2005

Approved and adopted this 14th day of December, 2004

Ayes: _____ City of Glendora
 Library Board of Trustees

Nays: _____

Absent: _____

Attest: _____
 Robin Weed-Brown, Library Director

By: _____
 Sylvia Slakey, President

Robin

7.2



MEMORANDUM

December 1, 2004

To: General Employees
Mid-Management/Confidential Employees

From: Eric G. Ziegler

Re: Christmas/New Years Holidays

Pursuant to applicable provisions of the existing Memoranda of Understanding between the City of Glendora and the General Employees Association and between the city and the Mid-Management and Confidential Employees Association respectively and in accordance with Personnel Rules adopted by the City Council, the Christmas and New Years holidays will be observed on Friday, December 24 and Friday, December 31 respectively.

The half-day Christmas and New Year's holidays noted therein will be observed on the afternoon of Thursday, December 23 and Thursday, December 30 respectively.

City offices will close for the Christmas holiday at noon Thursday, December 23, 2004 and re-open at 8 a.m. Monday, December 27, 2004.

City offices will close for the New Year's holiday at noon Thursday, December 30, 2004 and re-open at 8 a.m. Monday, January 3, 2005.


Eric G. Ziegler
City Manager



Glendora Public Library Events

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	6 p.m. Library Board meeting – Library Board Room
23	Library closes at noon
24	Library closed in observance of Christmas holiday
25	Library closed in observance of Christmas
28-30	All Storytimes Suspended
30	Library closes at noon
31	Library closed in observance of New Year's Day

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

Handout



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!

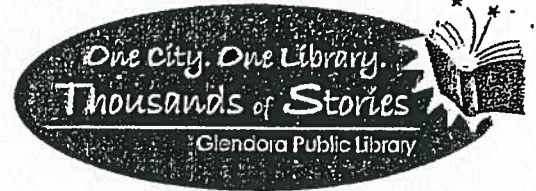
(Storytime w/ Carmen + w/ ms. Bonnie)

As a young mother providing childcare to other children as well as our own 2, I appreciated "Storytime" at the Library. Once a week, with their parents' permission, I would buckle each toddler and 2 babies into their car seats in my van and in the library pkg. lot, I would unbuckle each toddler and baby - the toddlers held hand and the 2 babies went in a double stroller. -

(Use other side, if necessary)

Please return in the enclosed envelope.
Submitted By:

Juliet Albers



We made our way into the children's section and the toddlers sat on the carpet, eagerly awaiting "sharing time" and "story time" and "song time." Afterwards, there was a picture to color about the story. What a treat for the kids and for me! (is). Then, we would file out to the pkg. lot again - all toddlers holding hands and I pushing the stroller. Each had to be buckled in to car seats securely and the stroller loaded into the back. Home for lunch and naps and when parents picked them up after work, they got to see the picture colored at "StoryTime at the Library" (How did I have the energy and patience, I wonder?!).



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.

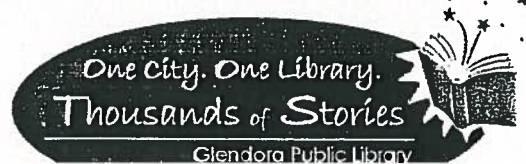
We are one library with thousands of stories... tell us yours!

After eight years, I have just completed course curriculum to earn my teaching credential and a Master of Science in Education. Being able to check out "Books on Tape," as well as the convenience of having access to featured movies, has sustained and nurtured me. Our library has also given me a respite when studies and work have been too overwhelming. Thank you for being there

(Use other side, if necessary)

Please return in the enclosed envelope.
Submitted By:

Dennis Centenas



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!

Although I was a good reader as a child I didn't enjoy reading until a librarian hooked me up with Walter Farley's Black Stallion. From there we went to the Island Stallion series and eventually every horse & dog book there was. When I exhausted the childrens section, at 12, she took me to the adult

(Use other side, if necessary)

Please return in the enclosed envelope.
Submitted By:

Vicki Clayton



section & introduced to the librarian over there. She in turn introduced me to the classics. I read Dickens, Dickenson, & Eyre. Just to name a few. I have become an avid reader... thanks to that first librarian.

Thank-you-



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.

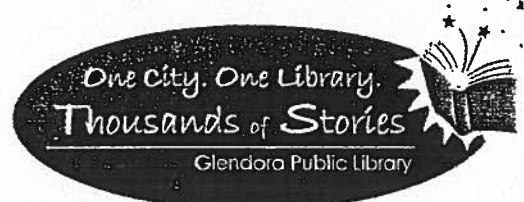
We are one library with thousands of stories... tell us yours!

Glendora Public Library has been a god to me in making films and books on tape available to me. I've been a good reader all my life (have taken two speed reading courses, but still read so slowly) and don't enjoy reading books. I've explored so much with books on tape. Writers I never knew growing up, & so enjoy now.

(Use other side, if necessary)

Please return in the enclosed envelope.
Submitted By:

Nancy Braumard





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

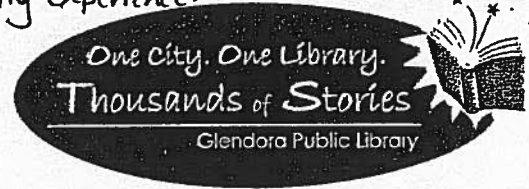
want to hear your stories of how Glendora Public Library has helped you live your best life.

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



My son Jonathon, was a summer volunteer for several years, and it wasn't until this year that I realized what an impact this work had on his life. He recently wrote an essay on the importance of volunteering and "giving back" to others. He related how he had helped a boy with cerebral palsy to report on his summer books. The mother of this boy noticed Jonathan's patience + encouraging words, and made it a point to find out when he was scheduled to work so that her son could report and have a good experience each week. Jonathan wrote in his essay, "helping someone like this boy is what makes volunteer work such a rewarding experience."

Please return in the enclosed envelope.
Submitted By:
Wendy Pritzlaff



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.

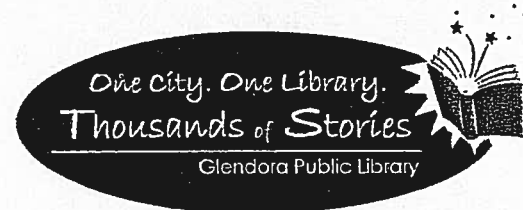
We are one library with thousands of stories... tell us yours!



My mum works a lot of hours each day so sometimes I ride my bike to the library. Spending a few hours there, I like to read some books, borrow books and videos, do some research or just browse around. I really enjoy the pleasant atmosphere of the library and the warm and friendly feeling that the staff and I am extremely thankful for them. Also in the summer, the teen reading program is very enjoyable and I will be sure to join it in the last few years until I graduate from Glendora High. Until then, I will make as many visits to the Glendora Library as I can to experience the wonders that it generously offers.

Please return in the enclosed envelope.
Submitted By:

Isabel Wang



[Use other side, if necessary]