

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

**Library Conference Room**

**April 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 March 21, 2005- **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 Long-range Strategic Planning

*Jim Theel to report on status*

**7. NEW BUSINESS**

7.1 Self-Evaluation of Board & Evaluation of Library Director – Preliminary Discussion

*Sylvia Slakey 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 – Regular Meeting**

Library Conference Room  
140 Glendora Ave.

March 21, 2005  
7:00 p.m.

The Regular Meeting of the Glendora Library Board of Trustees was called to order at 7:06 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: Anne Pankow, Acting 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 (Hodson/Jackson) to approve Minutes of meeting of February 28, 2005 with the following correction. Under Board member items: Slakey reminded the Board about upcoming programs and stated she enjoyed the chocolate lovers program, the poetry program and Michael Ryan visiting the Library.

**REPORT OF LIBRARY DIRECTOR**

Pankow reported that she received a reply from John Menke in regards to the HVAC system replacement. Menke wrote that "it will go out to bid soon." Pankow visited Weed-Brown on Friday. Weed-Brown's doctor said her recovery is on track. She feels much better but tires easily. She still wears her brace and will probably need to wear it after she returns to work. Slakey said that Weed-Brown is lacking feeling in her fingers, but there is much less pain.

Pankow reported that the Library's CDBG application went before the City Council. Planning staff recommended that the Library receive \$12,048. All the groups that asked for money at the last Council meeting will receive some CDBG money. Pankow will thank the Council at the next Council meeting for considering the Library's late application for funding. Several factors contributed to the Library's application being late. The lack of a DES manager, Rohde taking time off and Weed-Brown being advised it would be ok to turn the application in late.

Pankow informed the Board that the City of Glendora's Earth Day Festival will take place April 23 from 9 a.m. to 4 p.m. This program is partially funded by the Department of Conservation. Some of the events taking place are oil recycling and CRV materials recycling. Andy Lopez, the 'Invisible Gardener' will do a live radio broadcast on the Library main floor from 10 a.m. to 11 a.m. A phone will be set up so he can receive incoming calls from listeners. There will also be local vendors. The final details of the agenda are still being worked on. The Library had already planned two events for that day, a gardening event in the morning and a magician in the afternoon.

President Slakey asked that everyday language be used in the monthly department report to make it easier to read and understand.

Pankow reported that the Library has received Public Library Funds from the State of California. The amount received is less than last year and even less than two years ago. This money is deposited into the City's general fund.

Slakey noted that she read the story about the Library's 90-year old volunteer George Thompson who got married on his 90<sup>th</sup> birthday. She hoped everyone had a chance to read the story.

## **UNFINISHED BUSINESS**

### **2005/2006 Library Budget – Goals & Commentary**

The Board reviewed the Library's goals and objectives that were submitted to Finance as part of the budget process.

The Board and Pankow discussed the status of the Library's salary survey.

Theel asked about the status of the maintenance issue. Pankow reported that there is no update.

### **Long-range Strategic Planning**

Theel reported that the first meeting of the strategic planning committee went well. Pankow, Farmer, Slakey, Tronaas, Trask and Theel attended. The next meeting is scheduled for April 13. Slakey reported that she and Pankow attended a workshop in Cerritos called "Market research techniques for Libraries." It was full of valuable information which will be shared with the rest of the committee at the April 13 meeting. Pankow and Slakey relayed what they had learned to Theel. Slakey added that people will provide more information if they are asked an open-end question. Slakey said that once the committee has composed the questions for focus groups or surveys, they will be brought back to the Board for evaluation.

## **NEW BUSINESS**

### **Review of Library Fee Schedule for Use of Bidwell Forum**

Freeman reiterated that the Board was concerned about the Library's low audio visual fees. She contacted numerous hotels and libraries to get a comparison. Freeman shared her findings with the Board. Pankow commented that the Library's intent is to make Bidwell available and affordable. The groups that use Bidwell Forum now are mostly resident, non-profit groups. Some non-resident fees have been collected in the past, however, the majority of the groups who use Bidwell do not pay a fee. Pankow feels that if the audio visual fees are raised too much many groups will not be able to use Bidwell anymore. After some discussion the Board decided to leave the audio visual fees as they are now.

### **Librarian for a Day**

Pankow verified that all Board members voted on the essays. The essay winners will be contacted tomorrow. Hodson commented that the essays were especially good this year. Slakey liked the way the essays were presented to the Board members. She appreciated the easy lay out. Discussion ensued on whether more essays should be submitted to the Board. Freeman said she would like to read all the essays. Slakey recommended that Freeman talk to the Children's Librarian about this. Hodson will attend the Librarian for a Day luncheon on April 6. Theel said he will be unable to attend, Jackson said he will try to attend. Freeman and Slakey already RSVPd. All City Council members were invited to the Luncheon. Several Library trustees will attempt to attend the Council meeting to promote the event. Jackson and Hodson informed the Board members that they thanked outgoing Council members Mike Conway and Cliff Hamlow for supporting the Library. Pankow said Weed-Brown also thanked Conway and Hamlow for their support. Pankow stated she already thanked Conway for his support and she will also thank Hamlow. Slakey reminded the Board members to wear their name badges to tomorrow's Council meeting.

### **Library Events Calendar**

The Board reviewed the events calendar. Pankow stated about 100 people signed up for the SAT workshop. Slakey reminded the Board members about the Volunteer Recognition Luncheon. Pankow asked to please RSVP Miss Bonnie. Hodson will be out of town. Jackson will attend. At the executive meeting of the Friends Foundation, Jackson brought up the Library Board's suggestion that each Foundation member sit at a different table at the Volunteer Recognition Luncheon. Slakey reminded the Board about the next Board meeting on April 18.

## **BOARD MEMBER ITEMS**

### **Agenda Planning Calendar**

Hodson asked whether the progress of the Library's salary survey should be on the agenda. Pankow stated the salary consultants will submit a report to the Library following detailed research. She feels it will be some time before the Library will receive this report. Freeman expressed her hope that the maintenance issue will be resolved soon. Some discussion ensued on the maintenance issue.

**Board Member Items**

Jackson said the Tumble books article in the Glendora Public Library newsletter was wonderful. He asked Pankow to check if there is a problem with the website. He tried to demonstrate Tumble books to some of his colleagues and he could not access it. Pankow stated she would check with Ted Taylor. Jackson missed Trivia because he came back late into town. He noticed a lot of people at the Art Walk that night. He noted the Library should not plan any activities the same day as future Art Walks. Slakey said that attendance was down for Trivia.

Jim Theel enjoyed Trivia, it was lots of fun and the food was excellent.

Slakey said she attended the workshop with Anne Pankow. She thanked all the Board members for serving the Library. She shared a story with the Board about one of her husband's former students.

**ADJOURNMENT**

There being no further business, meeting adjourned at 8:20 p.m.

Respectfully Submitted,

Anne Pankow, Acting Library Director

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



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Glendora, CA 91741

## MEMO

To: Board of Library Trustees  
From: Library Director  
CC: City Manager  
Date: April 18, 2005  
Re: Director's Report

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Robin continues to recover and is looking forward to returning to work. Her next doctor's appointment is at the end of this month. I am hoping the doctor will give her a definite date of when she can return to work and drive. My doctor did not release me to drive until the Friday before I returned to work. I find that it is easier to get to work if you can drive.

Rebecca Simjian, our full-time adult services librarian, has requested that she transfer to the vacant part time librarian position. This was not an easy decision for her but she found it difficult to juggle her family' needs including her new son, Christopher, and the demands of a full time job. We are happy that we could accommodate her desire to work part time and continue to work here. She will begin her new part time job on May 9. Carolyn Thomas will work with the city's Human Resources Department to get in the queue to recruit for the vacant full time librarian position.

Librarian for a Day on April 6 was a wonderful success. Cindy Romero and Carolyn Thomas are to be commended for their efforts. Larry Cox, the city's Communications and Marketing Director, interviewed each of the four winners. Look for an article in the city's bimonthly publication, *Glendora on the Move*.

Volunteer Recognition held at the Glendora Country Club on April 13 was a lovely event. Bonnie Deering, Chris Cravens and Malla Ramkishun made this a festive occasion, once again. The library's volunteers gave 4,638 hours of their time in 2004. According to the Department of Labor, the hourly wage for a volunteer is over \$16. Our volunteers gave over \$75,000 worth of time to the Glendora community. They help to make our library so special.

Earth Day Festival on Saturday, April 23 should be a huge success. I will be working that day to help with the events scheduled in the Forum and on the main floor of the library. It is wonderful how so many city departments are working together to make this a success.

On March 23, the library received a \$500 check from the Glendora Kiwanis, as part of their "Read Around the World" program. The donation will be matched with a similar donation from the Friends Foundation book fund. The funds will be used to purchase children's books.

## Kiwanis Helps Keep Kids Reading



As part of their "Read Around the World" program, the Glendora Kiwanis on March 23, presented the Glendora Public Library with a \$500 check to purchase children's books. The donation will be matched with a similar donation from the Friends' Foundation book fund. From left are: Kiwanis Past President and Club Member Gene Murabito, a "frequent participant" in the library's weekly Storytime reading program - Jillyn Turunen (who turns 4 in April), Children's Librarian Cindy Romero and Kiwanis Asst. Treasurer Penny Paulus.



# Earth Day Festival

★ Come Join the Fun, There's Something for Everyone! ★

**Saturday April 23, 2005**

**Location: Glendora City Hall & Glendora Public Library**

### Schedule of Events

- 9am - 10am **Garden Party**  
Gardening tips presented by Jane Lottie, master gardener from Armstrong Nursery. Sponsored by the Glendora Public Library and Friends Foundation.  
Location: Bidwell Forum, 2nd floor of the library
- 9am - 1pm **Used Motor Oil/Filter Collection Event**  
Bring your used motor oil and used oil filters for recycling. A maximum of 5 gallons of oil and 5 filters will be accepted per household. Glendora residents can pick up a FREE used oil drain container.  
Location: City Hall parking lot, enter on Vista Bonita
- 10am - 11am **Healthy Garden Seminar with Invisible Gardener Andy Lopez**  
Learn about natural pest management during this interactive seminar and live radio broadcast.  
Location: library study area, main floor
- 11am - 12:30pm **Smart Gardening Workshop**  
Topics will include composting, grasscycling, water-wise gardening, fire-wise gardening, and drought tolerant native species plants. Learn how to use a compost bin. Compost bins will be available for purchase.  
Location: Bidwell Forum, 2nd floor of the library
- 10am - 3pm **Tours to the Native Plant Garden and Brodiaea Reserve**  
Shuttle service will be provided from City Hall to the Native Plant Garden & Nature Center (at the Colby Trailhead). Learn all about Brodiaea (Glendora's endangered species flower) by taking walking tours and viewing exhibits and projects at the Nature Center.  
Location: Shuttles will leave from the corner of Foothill Blvd. and Vista Bonita every hour, beginning 10am.
- 1:30pm - 2:30pm **Animal Magic for Everyone with John Abrams**  
Seating may be limited. Sponsored by the Glendora Public Library and Friends Foundation.  
Location: Bidwell Forum, 2nd floor of the library

- 9am - 4pm (activities going on all day on the library plaza) **Arts and crafts for kids.**  
Face painting.  
Worm composting demonstrations.  
Drought tolerant plant display.  
Trails Committee display.  
Glendora Conservancy poster exhibits.  
Vendor booths.  
Food and beverages for sale.

9am - 4pm

AND..... → → → → ↗

**HELP RAISE MONEY FOR**  
**Glendora USD schools & Charter Oak USD schools**  
by recycling your CRV materials at the Earth Day Festival!

Athens Services will be collecting CRV materials (glass, plastic, and aluminum drink containers) for recycling in the City Hall parking lot at the corner of Foothill and Vista Bonita. Athens will deliver the containers to a redemption center and 100% of proceeds, plus a matching donation from Athens, will be donated to the schools.

**RECYCLING MAKES \$ENSE!**



This program is partially funded by the Department of Conservation. Listed activities are free of charge.



# ANNUAL LIBRARY SURVEY

**Please fill out this survey and return it as you leave**

We want to know if you find what you are looking for in our library. Please list below what you looked for today. Mark "yes" if you found it and "no" if you did not find it.

## Title

If you are looking for a specific book, cassette, CD Rom, music CD, newspaper, video, DVD, or issue of a magazine, please write the title below. Include any reserve material picked up.

<u>Name of work</u> (Example)	<u>Found?</u>	
	<u>Yes</u>	<u>No</u>
• Gone with the Wind		
1. _____		
2. _____		
3. _____		
4. _____		
5. _____		

## Subject or Author

If you are looking for materials or information on a particular subject or a special author today, please note each subject or person below.

<u>Subject or Author</u> (Examples)	<u>Did you find something?</u>	
	<u>Yes</u>	<u>No</u>
• How to repair a toaster		
• Any book by John D. MacDonald		
1. _____		
2. _____		
3. _____		
4. _____		
5. _____		

## BROWSING

If you were browsing and not looking for anything specific, did you find something of interest?

YES

NO

## OTHER

- \_\_\_\_\_ Computers
- \_\_\_\_\_ Photocopy machine
- \_\_\_\_\_ Program: \_\_\_\_\_ Children \_\_\_\_\_ Adult
- \_\_\_\_\_ Bookstore
- \_\_\_\_\_ Look at Centennial Exhibit
- \_\_\_\_\_ Other: \_\_\_\_\_

## COMMENTS

We would appreciate any comments on our service and collections on the back of this sheet. **THANK YOU!**



# COMMENTS

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**To:** Anne Pankow – Acting Library Director  
**From:** Carolyn Thomas, Carlos Baffigo, Cindy Romero, Ted Taylor  
**Date:** March 2005

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**Adult Services/Reference**

*Carolyn Thomas*

*Something for everyone @ your library!* Celebrate National Library Week April 11-16, 2005 and join us for some of the fun events being held in our library. We have crafts and a magic show for children, an opportunity for teens to read, write a book review and receive an incentive, and an author visit featuring local author Danae Campbell and her book “Cooking Outside the Pizza Box”. Not to mention Earth Day and a gardening event!

Librarian for A Day was a fun and successful event with four lucky winners receiving a ride in a limo, lunch with dignitaries and then learning the ropes of what librarian work entails. Special thanks to board members Doug Hodson and Sylvia Slakey, foundation member Penny Paulus and city council persons Doug Tessitor, Karen Davis and Mark Kelly for supporting this event.

The SAT workshop went well with 75 students receiving instruction on how to prepare for the “new SAT.” This all day session was free to all participants.

We have been providing story times to the Glendora Community Preschool and have visited 4 times offering stories to 72 children! We will continue this outreach story time program through June. Carolyn, Cindy, Mary Pat and Gail are the story tellers.

We now provide online Reference assistance called “AskNow” which connects patrons, nationwide with live reference librarians. Gaetano has been providing this service two hours a week since January. I thought you might be interested in some of the types of questions he receives. Gaetano reports: 24/7 reference has been up and running here at the Glendora Library since mid-January. Two hours a week are devoted to this live-chat reference service, which fields questions from all across the country. On the average, five to eight questions per session are answered. Questions range from the mundane- “how do I renew my books online?” to the interesting- “I need information on the brain structures of a butterfly” to the ultra-specific- “I need to know the procedure for becoming a used car dealer without a showroom in the state of Delaware.”

We have received a challenge to a book in our collection titled “Comics, comix” by Roger Sabin. The objection was resolved when the book was moved from the young adult collection to the adult collection.

**Circulation and Facilities**

*Carlos Baffigo*

Circulation: Business is steady.

Facility: The upper lobby doors are currently not working automatically. A service call revealed a defective sensor, and a static pressure condition within the building, keeping the doors from working properly. Due to their frequent malfunction, long history of service calls, and hazardous condition, they will remain on manual operation. A bid for new lobby doors will be submitted to the City Manager for consideration.

Safety: I attended a seminar in Arcadia addressing the need for libraries to create or update their emergency procedures (i.e. evacuation, earthquake, etc.). We will be reviewing and updating our emergency procedures manual in the following months.

### **Children's Services/Youth**

*Cindy Romero*

March was a big month for the children's room. We had over 720 people come to the library for regular story times. In addition, we celebrated Dr. Seuss' birthday with an all-day celebration. Close to 200 people came to the children's room that day to enjoy cookies and milk, and enter the drawing for some of Dr. Seuss' books. Mary Pat did an excellent job putting this together.

I attended the annual Glendora Easter Egg Hunt at Gladstone Park and read stories for the children who attended. It was a beautiful day for the event. I also went to La Fetra School to give a Tumble Books demonstration for a literacy class. On April 5, we hosted a Daisy Girl Scout tour, enabling the girls to get a special patch for knowing how to use the library.

On April 6, we held the Librarian for a Day event. I would like to thank all of you for your support. Our four winners, Megan McCarthy, Amanda Beardsley, Alyssa Heftman, and Jackie Hall were picked up in a limousine and brought to the library for lunch and other library activities. There were a total of 28 people who attended, including the winners and their families, Library Board Trustees, City Council Members, Friends Foundation members, and library staff.

In celebration of National Library Month, we will be having 2 craft sessions of Thursday, April 14, where the children will be making magical wands. In addition, there will be an Animal Magic show on Saturday, April 23.

The volunteer applications for Summer Reading Club went out on Monday, April 11, and are due back on May 16. We will be taking about 100 youth volunteers for the summer.

This month's display in the children's display case is a collection of baseball cards and autographed baseballs. This is just in time for the beginning of the baseball season. Please stop by and take a look.

### **Development & Education Services**

No report at this time.

## Support Services

*Ted Taylor*

The enhancements to public computers have been well received and everything has been in working fine. However, on Monday, April 11, 2005, because of a hardware failure, there were no public computers. Things were restored to working order by Tuesday morning before 10 a.m., because of the support of Matt Jester, City of Glendora Information Technology Department and Henry Zhang of CMS Diginet.

The staff of Support Services discussed how to solve a problem of certain library materials being delayed in their processing. Now each of the 4 library staff involved in processing have taken a day of the week and they will focus on processing these materials on that day. Beginning in April this new procedure began and these materials are now all caught up and moving downstairs. Thanks to Caroline Hernandez, Sandy Krause, and Suzette Farmer for their suggestions and Abi Ellis, Christy Nichols, Elizabeth Meshriy, and Jennifer Dunlop for hard work in getting this materials ready for our patrons to enjoy.

Caroline Hernandez and I are working on the details for the Acquisition system for the upcoming fiscal year. We will 'tailor' the fund structure so that the tracking of the expenditure of funds within each subject category will be easier.

On Saturday, April 2, 2005, the City of Glendora's redesigned web site was released. I have been busy replacing items that got omitted and fixing links that were no longer working. The new design is very nice and the organization is standard throughout the City's web site. Matt Jester is to be commended for his hard work and a fine job!

## Glendora Public Library Summary Data for March 2005

	Last YR Month	This YR Month	Percent Change	Last YTD	This YTD	Percent Change
<b><u>SERVICE CONTACTS</u></b>						
1.7 Hours Open	255	252	-1%	1,762	1,990	13%
A. Library Visitors	26,560	28,060	6%	195,118	205,615	5%
A.2 Visitors per Hour	104	111	7%	113	105	-7%
C. Community Contacts*	9286	5903	-36%	27814	42331	52%
TOTAL SERVICE CONTACTS (A+B+C)	35,846	33,963	-5%	222,932	247,946	11%
<b><u>KEY SERVICE INDICATORS</u></b>						
1. Total Registered Borrowers	—	—	—	44,109	48,521	10%
1.2 Library Cards Issued	479	344	-28%	3,092	3,072	-1%
2. Items Loaned	35,971	33,888	-6%	276,716	274,420	-1%
2.1 Items Loaned per Hour	141	135	-4%	259	234	-10%
3. Requests for Information	4,536	4,001	-12%	36,446	33,678	-8%
C.5 Presentations, Community & Special Events	9	3	-67%	42	36	-14%
C.6 Presentations, Community & Special Events - Attendance	280	356	27%	3,849	1,244	-68%
E. Total Computer Usage	21777	28849	32%	114,538	209,051	83%
4.9 Children Attending Programs	1165	886	-24%	5,950	5,065	-15%
E.5 Library Home Page Views	2,099	2,332	11%	15,882	17,823	12% ***
<b><u>SPECIFIC SERVICE INDICATORS</u></b>						
<i>(included in above totals)</i>						
A.4, A.6 Total Forum Attendance	825	981	19%	6420	5866	-9%
3.3 Fax, Mail & E-mail Requests for Information	11	27	145%	127	109	-14%
3.2 Telephone Requests for Information	262	207	-21%	2,266	1,810	-20%
3.1.3 Percent of In-Person Questions - Complex Questions	256	196	-23%	1,316	1,288	-2%
4.1 Children's Requests for Information	733	1038	42%	6,831	8,133	19%
D.1 Literacy Students Served (Currently Active)	15	18	20%	150	80	-47%
D.2 Literacy Hours Tutored	38	45	18%	309	280	-9%
E.2 Internet Users	3341	3865	16%	20,064	28,160	40%
E.3 Electronic Resources Users	1187	3616	205%	8,547	11,538	35%
E.4 Web Links Collection Views	17,041	21,137	24%	85,369	174,925	105%
F.2 Volunteer Hours	527	5,891	1018%	3,332	9,256	178%
G.1, G.2 Fines/Fees & Vending Fees Collected	\$7,165	\$5,361	-25%	\$42,290	\$46,481	10%
H.1 Items Owned (snapshot)	—	—	—	136,663	141,211	3%
I.6 Percent of Collection Overdue (snapshot)	4%	4%	0%	—	—	—
2.3 Percent of Collection Checked Out (snapshot)	26%	24%	-2%	—	—	—

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

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

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

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

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

**Library closed January 17, 2005 in observance of Martin Luther King Jr. Day**

**Library closed February 21, 2005 in observance of President's Day**

\* 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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Glendora, CA 91741

## MEMO

To: Board of Library Trustees  
From: Anne Pankow, Acting Library Director  
Date: April 18, 2005  
Re: Agenda Item 7.1

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The end of the fiscal year will soon be here. One of the annual items the Board must do is the evaluation of the Library Director and a self-evaluation of the Board and accomplishments.

Attached for your review are copies of the roles of the director, the board and updated annual library goals. These are the touchstone items for the evaluations and should be included as elements of evaluation in the documents.

A suggested timeline: Please bring your comments to the May board meeting for President Slakey to have incorporated into the respective documents. In June you can either review and modify in a closed session and bring back in July for discussion or a closed session can be placed on the June agenda if you wish to give the director her review then.

**ROLE OF THE LIBRARY DIRECTOR IN RELATIONSHIP TO THE GLENDORA LIBRARY  
BOARD OF TRUSTEES**

The Library Director is appointed by the City Manager to manage and direct the staff and operations of the Glendora Public Library. The Director provides the professional leadership for the library and in partnership with the Library Board of Trustees, implements the mission, values and vision and establishes the policies and priorities which determine library direction. As the board's chief executive officer, the Director is their liaison to the staff, the City administration, other involved governmental agencies and the library profession.

**Roles & Responsibilities of the Library Director in Relationship to the Board:**

Role 1. Provides the board of Trustees with information for effective planning and to make sound decisions

Responsibilities:

- Produces data that enables the board to evaluate library services and programs
- Presents a range of value alternatives and implications for options within the range
- Develops policy options and implications; proposes alternatives and recommendations
- Actively investigates and reports on societal and professional changes that impact the library
- Suggests, tests and recommends new ways to enhance services.
- Presents information in a clear and concise form

Role 2. Implements board policy and reports the implications to the board

Responsibilities:

- Ensures board policies are carried out; actively develops methods to support the board's direction most effectively
- Manages and develops resources to support the board's direction most effectively
- Supports the will of the board majority. Monitors information requests by board members or committees, and if such requests, in the Director's judgment, require a material amount of staff time, defers them to the full board for a decision.
- Informs the board in a timely manner if the Director deems it necessary to violate a board policy.
- Accepts contributions only for purposes that materially support board – approved goals

Role 3. Acts as liaison between the board, City government and administration, the Friends Foundation and other civic and professional organizations

Responsibilities

- Keeps the board informed of relevant issues and trends
- Represents the respective opinions and needs among all concerned parties
- Authorizes the use of the library's identity by the Friends Foundation or any other organization to raise funds for purposes that materially support board – approved goals
- Informs the board of all contributions received in a timely manner.

Role 4. Acts as secretary to the Board

Responsibilities:

- Prepares agendas and supporting documentation for board meetings
- Records the business at regular and special meetings of the board
- Prepares the minutes of board meetings for board review and distributes as approved.

Dated: October 15, 2001 GLENDORA LIBRARY BOARD OF TRUSTEES

AYES: 5

NOES: 0

ABSENT: 0

ATTEST: Robin Weed-Brown  
Robin Weed-Brown, Library Director

BY: Doug Hodson  
Doug Hodson, President

## **GLENDORA PUBLIC LIBRARY AND CULTURAL CENTER**

### **The Mission of the Glendora Public Library:**

To enrich the community by connecting people to the world of ideas, information and imagination to support their work, education, personal growth and enjoyment. The Library stimulates civic involvement and is a symbol of the community's well being.

### **The Vision:**

In a friendly, beckoning, stimulating environment, patrons of the Glendora Public Library of the 21<sup>st</sup> century are able to seek and find help in reaching sources of information, inspiration, and enjoyment.

In responding to the needs of all generations of our community, the Library will provide a wide array of services to promote literacy and lifelong learning, utilizing cultural resources and the latest technology to improve and enrich our lives

A focal point for community involvement, the Library will not only provide a place for the interchange of ideas but will reach out to all segments, delivering services and resources beyond the confines of a building. The Glendora Public Library will be a partner with Glendora's hospitals, schools, businesses and service organizations to serve as an indispensable resource center for our entire community.

### **The Organization:**

The Library is comprised of 3 divisions: Administration, which includes Development and Educational Services, volunteers, literacy and library events; Circulation & Support Services, which includes checking materials in and out, handling overdue materials and fines, locating reserved materials and behind-the-scene book ordering, processing and cataloging; and Public Services, which includes reference services for adult, teen & children, story times, programs for all ages, and collection development. Together these three divisions provide the services, resources and programs that support the Library's mission. Approximately 300 volunteers of all ages generously donate their time as tutors, program aides, pages, and in many other support areas, in partnership with library staff.

#### **Annually the Library:**

- Checks out 430,000 items
- Answers 60,000 reference questions
- Interacts with 330,000 patrons
- Relies on and trains approximately 300 volunteers
- Selects, orders and processes 13,500 books and audio visual materials
- Offers 220 programs for youth and an additional 172 library programs in Bidwell for all ages



## LIBRARY GOALS and OBJECTIVES FOR 2004-2005: Third 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 began 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:** 50% completed; Washington Elem. School- Sept. 23; 7 library cards issued; no other schools participated
- Survey Library users on services currently available in Library- May 2005 (*Key Staff: Anne Pankow*)  
**Status/Results:** on schedule, will be completed by May 2005
- 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 04: Power and the Glory; Jan 05: Life of Pi; Mar 05: Snow Country; May 05: Absolute Friends; July 05: 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 04: prep work, membrane and concrete poured; Oct – Nov 04: Lights, shade structures, benches, trash receptacles installed Dec 2004

- 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; one AV drop has been installed in front area December 2004; back area drop will wait until new fiscal year 05/06; the old book drop will not survive shifting needed to place AV drop; a new book drop has been put in funding requests 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:** Completed; 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; brochure in edit stage as of March 2005.
- 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 December 2005.
- 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; waiting for IT to redesign City's web page and completion of wall-less brochure.
- 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; on hold until IT completes redesign of City's web pages, which is in process.

**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, and software is being evaluated.
  
- 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*)**Status/Results:** Tutor training held in February 2005, 14 new tutors trained, 2 experienced tutors recruited; tutor pairs were increased from 8 to 17; various monitoring tools being evaluated and most effective tool will be selected.
  - 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:** business program was shifted to seniors because focus does not work with CDBG funding; outreach to seniors completed, 5 facilities registered with 97 active participants.
  
- 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:** Completed; Friends Foundation committee partnered with staff to evaluate Library programs and events for effective use of funding. Preliminary report to be presented at the Friends Foundation Board meeting April 19, 2005.

\* 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.

## **ROLE OF THE GLENDORA LIBRARY BOARD OF TRUSTEES**

Members of the Glendora library Board of Trustees are appointed by the City Council. As representatives of the community, the board provides strategic leadership and serves as the creative catalyst for developing and implementing the mission, values and vision of the Glendora Public Library. The board ensures that the community's investment results in library services that are responsive and of the highest quality.

### **Roles & Responsibilities of the Board of Trustees**

#### **Role 1. Sets the mission, values and long term vision of the library**

##### **Responsibilities:**

- Annually, validates and modifies or ratifies the mission, values and vision as stated in the library's strategic plan.
- Establishes annual objectives to achieve the mission, values & vision.
- Listens to constituents representing diverse views, including those of complementary community institutions and organizations, and coordinates the library's mission with that of other organizations to see that they culminate in the desired community outcomes.
- Participates in library programs, professional associations and other activities to keep informed of and evaluate new trends, concepts and ideas to meet the changing needs of the community.

#### **Role 2. Adopts policies which set the direction of the library and result in timely services and programs that meet the needs and expectations of the city's residents.**

##### **Responsibilities:**

- Sets criteria upon which to measure the performance of the board's directives.
- Periodically reviews and correlates policies to the mission, values and vision of the library.

#### **Role 3. Actively promotes library services within the community**

##### **Responsibilities**

- Serves as advocate for the library before the greater community.
- Networks with other community organizations.
- Cultivates civic and political support for library programs.
- Individual board members attend public events to represent the library.

#### **Role 4. Constantly monitors progress on the board's long range vision and annual objectives.**

##### **Responsibilities:**

- Reviews data to evaluate the performance of board set criteria.

Role 5. Reviews the director's performance in achieving the board's direction and implementing board policy.

Responsibilities:

- Establishes a process for review
- Annually conducts a formal review.

Role 6. Adopts financial goals and priorities for the library.

Responsibilities:

- Reviews and endorses annual budget recommendations to the City.
- Provides liaison representation to the Friends Foundation.
- Accepts and administers trusts, endowments, bequests and gifts made directly to the library.

Role 7. Orients new board members to the perspectives of the board and the values of the library.

Responsibilities:

- Establishes a mentoring program for new board members with seasoned veterans.
- Provides an overview of the role of the board and how meetings are conducted to new members by the board President.
- Reviews the library's strategic plan with the new board members by the Vice President

Role 8. Encourages and supports the Library Director and staff as they implement Board policy.

Responsibilities:

- Serves as chief buffer between public sentiment and professional library management
- Serves as chief protector of the library's neutrality from the political system
- Maintains open-mindedness and sound long-term policy over and above personal conviction.

Dated: June 16, 2003 GLENDORA LIBRARY BOARD OF TRUSTEES

AYES: 5

NOES: 0

ABSENT: 0

ATTEST: Robin Weed-Brown  
Robin Weed-Brown, Library Director

BY: Doug Hedson  
Doug Hedson, Board President

## **LIBRARY BOARD OF TRUSTEE GOALS and OBJECTIVES FOR 2004-2005:**

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

### **Objectives:**

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



## Glendora Public Library Events

### April 2005

- 6 "Librarian for a Day"  
11 SRC volunteer applications available  
11-16 "Something for Everyone at Your Library" - National Library Week  
11-16 Teen Reading Program: Teens report on a book read & receive an incentive all week long  
13 12 p.m. Volunteer Recognition – Glendora Country Club, by invitation only  
14 1:30 p.m. & 3:30 p.m. "Magical Crafts" – a Children's event – Bidwell Forum  
15 3 p.m. Danae Campbell & Jean Patterson, authors of *Cooking Outside the Pizza Box, Easy Recipes for Today's College Student* will visit the Library – Main Floor  
18 7 p.m. Library Board meeting – Library Board Room  
23 9 a.m. – 4 p.m. *Earth Day Festival*  
23 9 a.m. – 10.m. "Garden Party" – Bidwell Forum  
23 1:30 p.m. "Animal Magic for Everyone" – a Children's Magic Show – Bidwell Forum  
27 4 p.m. – 7 p.m. Sutherland School Library Night – Children's Room

### May 2005

- 9 7 p.m. Books Alive! Discussion Group: *Absolute Friends* by John Le Carre – Main Floor  
16 SRC volunteer applications are due  
16 7 p.m. Library Board meeting – Library Board Room  
18 Human Rights Video Project Event, time and place to be announced  
30 Library closed in observance of Memorial Day

### 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, 1<sup>st</sup> Thursday of every month, Foothill Presbyterian Hospital
- Born To Read, 4<sup>th</sup> Thursday of every month at 11:40 hours, Arrow High School

#### Foundation Executive Board Meeting

May 6th @ 7:00 a.m. Library - Main Floor

#### Foundation Quarterly Board Meeting

April 19th @ 7:00 a.m. Library – Bidwell Forum