



CITY OF ORANGE

ORANGE MAIN LIBRARY EXPANSION

PLAN OF SERVICE

As the heart of the community, Orange Public Library welcomes and supports all people in their enjoyment of reading and pursuit of lifelong learning. Together we strive to preserve local history and to provide equal access to information, ideas and knowledge through books, programs and technology. We believe in the freedom to read, to learn, and to discover.

June, 2002

Executive Summary

The Plan of Service for the Orange Main Library Expansion addresses the following nine (9) goals, objectives and activities:

- Goal I Provide More Books & Other Materials
- Goal II Provide More Public-Use Computers
- Goal III Optimize Joint Use of Resources
- Goal IV Provide Public Access to Orange's Local History Resources
- Goal V Establish a Homework Center
- Goal VI Establish a Literacy Center
- Goal VII Create Young Adult Services
- Goal VIII Expand the Homebound Delivery Service
- Goal IX Provide Community Meeting Rooms

Providing more books and other materials was the top priority identified during the needs assessment, with 67% of respondents deeming this “important or very important.” As a result, the City of Orange has committed \$1,200,000 of local funds (ineligible for State match under Library Bond Act regulations) to ensure that this critical service is provided and that the Orange Main Library Expansion opens well stocked with new and desirable materials. An opening-day increase is proposed of approximately 40,000 additional items, spread across every area of the collection, with another 20,000 items to be added across the following five years to increase the Main Library's collection by 28%.

Providing more computers was another priority for Orange residents. Analysis of the Main Library service area's population size compared to current standards for computer availability revealed that the Orange Main Library Expansion needs 79 public-access computers to reach the standard of 1.25 computers per 1,000 residents. These have been added in this Plan of Service.

Optimizing joint use of resources was a theme that arose during focus groups and Library Visioning Day discussions in Orange. Further analysis of public schools in the Main Library service area revealed that none of the nine schools even met the California Average Performance Index. For this reason, and because one in four Orange residents is below the age of 18, the City of Orange and Orange Unified School District developed a joint-use agreement for a Homework Center. The City already has a joint-use agreement with Santiago Canyon College for a Mobile Technology Education Center (“techmobile”), and further such arrangements will be pursued.

Providing public access to Orange's local history resources was the second-highest priority identified by nearly 1,000 respondents to needs assessment surveys in 2001. This Plan of Service develops the vision for a Local History Room to respond to that need in the Orange Main Library Expansion. Creating a publicly accessible area open during all library service hours and staffed by specialists during many of those hours, this room provides an opportunity for community and volunteer involvement in collecting, preserving, digitizing and displaying Orange's unique heritage.

With so many children in Orange, and more than 8% of the Main Library's service area at or below poverty level, the need for support and assistance to ensure a good education and promising job prospects for every Orange resident is very important, as community analysis showed. In addition, 19% of Orange residents lack basic literacy skills. This Plan of Service establishes both a Homework Center (developed jointly with Orange Unified School District) and a Literacy Center in the Orange Main Library Expansion to address those needs. Run by new employees proposed for addition to the Main Library's staff roster, these two programs will address complementary needs – for after-school homework help among K-12 students, to be provided by one-on-one and small-group tutoring; and for personalized assistance through one-on-one and small-group help for adult learners who seek to improve their basic reading, writing and computing skills. A Literacy Council of agency and community representatives with a stake in literacy improvement will be created. In addition, volunteer involvement will be very important in both the Homework Center and the Literacy Center, and a full-time Volunteer Coordinator is also proposed for addition to the staff, to handle these and other volunteer-intensive programs (including Local History and Homebound Delivery Service).

Orange also has a large number of teens and pre-teens whose need for study space, targeted collections, and special programming has been only minimally addressed by Orange Public Library. The Plan of Service establishes Young Adult services by enlarging the Adult Services unit into "Adult & Young Adult Services"; creates a Young Adult Room with separate collections, computers, and space; and proposes to add two full-time staff members to work at a public-service desk there and to generate programs of special interest to this age group. In addition, a Young Adult Advisory Council will be established from teen library users representing different schools, to provide input on the effectiveness of the library's Young Adult services, programs, and collections.

Moving to the other end of the age spectrum, the needs assessment also identified that more than 16% of Orange residents are age 65 or older. With a recent influx of assisted living facilities in the Main Library's service area, and demonstrated requests from shut-in patrons for additional home delivery of library materials, the reason to expand the Homebound Delivery Service became apparent. Another volunteer-intensive activity, this program will expand Large Print holdings by 300% and will expand delivery of materials to group settings (in addition to reaching out to private individuals).

Finally, the present Main Library dramatically lacks adequate meeting room spaces. Library programs must be conducted in a small meeting room (max. 25), in the adjacent parking lot when weather permits, or in the children's reading area. In addition, because children's programs are well attended despite the lack of space, overcrowding and noise disruption are major problems. Because there are no large meeting spaces in Orange's downtown area, more than 100 active community groups have no local facility in which to meet. This Plan of Service creates a 150-person Community Room (which can be flexibly divided into two) for large public gatherings and programs, and a 25-person Conference Room for meetings or, flexibly, for computer training. As with all of the Orange Main Library Expansion's other planned services, this will result in greater community use of, and satisfaction with, Orange's public libraries.

Mission Statement

The following mission statement was adopted by the Orange Public Library Board of Trustees in February, 2002:

As the heart of the community, Orange Public Library welcomes and supports all people in their enjoyment of reading and pursuit of lifelong learning. Together we strive to preserve local history and to provide equal access to information, ideas and knowledge through books, programs and technology. We believe in the freedom to read, to learn, and to discover.

At the time this mission statement was adopted by Orange's Library Board, the trustees also declared the importance of revisiting it, and the Plan of Service, every year during the City's budget development process to ensure that the mission, goals, objectives and activities remain focused on community needs. As the first and top-priority phase in the City's 20-Year Facilities Master Plan, the Orange Main Library Expansion will take the lead in ensuring that library services, programs and facilities will best serve the dynamic and diverse City of Orange.

Goals & Objectives

Nine (9) goals, objectives, roles, and service indicators respond to the information gathered in the Community Library Needs Assessment and are outlined below.

Goal I: Provide More Books & Other Library Materials

Two-thirds of community members surveyed during the needs assessment process in 2001 declared that it was important or very important for Orange Public Library to provide more books, audiovisual materials, computer software, and other items for public use. This will be possible given the substantially increased square footage and shelving space to be created by the Orange Main Library Expansion. Capacity for nearly 60,000 additional volumes – representing a 28% increase in materials holdings – will be constructed in the expanded facility, and those items will be added to the Main Library's collections during the first five years following the expansion. The objectives and activities listed below provide more details.

Objective I.A.

Create an opening-day collection to add at least 40,000 volumes to the Main Library's holdings.

Activity I.A.1.

Select a vendor through which to order, process and catalog at least 40,000 volumes for the opening-day collection, using \$1,200,000 of funds designated for this purpose.

Measurement: Vendor selected; contract signed.

Activity I.A.2.

Order, process and catalog at least 40,000 volumes (e.g., two-thirds of total need) for the opening-day collection (FY 2006-07 budget year), as follows:

- Increase Asian language materials (437 vol.)
- Increase Adult Fiction (2,460 vol.)
- Increase Large Print materials (2,817 vol.)
- Create a Literacy/New Learners collection of 1,410 volumes.
- Increase Local History materials (479 vol.)
- Increase New Books (311 vol.)
- Increase Adult/YA Non-Fiction (7,255 vol.)
- Increase Paperbacks (430 vol.)
- Increase Spanish language materials (1,030 vol.)
- Increase Young Adult Fiction (1,888 vol.)
- Increase Children's Chapter Books (1,108 vol.)
- Increase Children's Easy Readers (1,551 vol.)
- Increase Children's Picture Books (2,653 vol.)
- Increase Children's Fiction (1,357 vol.)
- Increase Children's Non-Fiction (3,405 vol.)
- Create a Core Textbook collection of 75 volumes for reference use in the Homework Center.
- Increase the Storytelling (Reserve) collection (63 vol.)
- Increase Children's Foreign Language holdings (1,025 vol.)
- Increase Adult/Young Adult Audio Compact Disks (1,805 vol.)
- Increase Adult/Young Adult Audiobook Cassettes (1,360 vol.)
- Increase Adult/Young Adult Audiobook CDs (2,345 vol.)
- Increase Adult/Young Adult CD-ROMs (391 vol.)
- Increase Adult/Young Adult Videos (971 vol.)
- Create Adult/Young Adult DVD collection (2,010 vol.)
- Increase Children's Audio CDs (595 vol.)
- Increase Children's Audiobook Cassettes (121 vol.)
- Increase Children's CD-ROMs (209 vol.)
- Create Children's DVD collection (1,005 vol.)
- Increase Children's Media Kits (602 vol.)
- Increase Children's Videos (433 vol.)

Measurement: Vendor invoices; number of records added to bibliographic database.

Activity I.A.3.

Over the following five budget years (Fys 2007-2011), order, process and catalog at least 20,000 volumes (e.g., two-thirds of total need) to complete collection capacity at the expanded Main Library, as follows:

- Increase Asian language materials (218 vol.)
- Increase Adult Fiction (1,230 vol.)
- Increase Large Print materials (1,409 vol.)
- Complete the Literacy/New Learners collection with 705 volumes.
- Increase Local History materials (240 vol.)
- Increase New Books (155 vol.)
- Increase Adult/YA Non-Fiction (3,628 vol.)
- Increase Paperbacks (215 vol.)
- Increase Spanish language materials (515 vol.)
- Increase Young Adult Fiction (944 vol.)
- Increase Children's Chapter Books (554 vol.)
- Increase Children's Easy Readers (775 vol.)
- Increase Children's Picture Books (1,326 vol.)
- Increase Children's Fiction (678 vol.)
- Increase Children's Non-Fiction (1,702 vol.)
- Update, annually, the Core Textbook collection of 75 volumes for reference use in the Homework Center.
- Increase the Storytelling (Reserve) collection (32 vol.)
- Increase Children's Foreign Language holdings (512 vol.)
- Increase Adult/Young Adult Audio Compact Disks (902 vol.)
- Increase Adult/Young Adult Audiobook Cassettes (680 vol.)
- Increase Adult/Young Adult Audiobook CDs (1,172 vol.)
- Increase Adult/Young Adult CD-ROMs (196 vol.)
- Increase Adult/Young Adult Videos (485 vol.)
- Create Adult/Young Adult DVD collection (1,005 vol.)
- Increase Children's Audio CDs (297 vol.)
- Increase Children's Audiobook Cassettes (61 vol.)
- Increase Children's CD-ROMs (105 vol.)
- Create Children's DVD collection (503 vol.)
- Increase Children's Media Kits (301 vol.)
- Increase Children's Videos (216 vol.)

Measurement: Vendor invoices; number of records added to bibliographic database.

Objective I.B.

Weed the Main Library's holdings to ensure that outdated, worn, obsolete, and no longer useful materials have been removed, to make room for the new and more needed items.

Activity I.B.1.

In time for opening day at the expanded Main Library, weed the Main Library's holdings:

- Reduce Adult Reference holdings by 30% (2,395 vol.)
- Find new home for Mary Teegarden Clark collection of historical children's books (272 vol.)

Goal II: Provide More Public-Use Computers

“More computers!” was the frequent answer of library users and non-users surveyed during the needs assessment phase of project development. While the City of Orange’s existing Main Library has a nice little Information Technology Center providing Internet access and software applications to a maximum of 18 users, with six (6) additional workstations for children’s catalog and Internet searching directly outside the Tech Center, nonetheless the fact remains that these 24 public-access computers and eight (8) additional OPACs are not sufficient for the Main Library’s service area population of 58,843. The Main Library falls well below the standard guideline of 1.25 computers per each 1,000 residents. This is particularly critical when over 8% of that service area population is at or below poverty level, and over 16% of area residents are above age 65. For residents who cannot cross the “digital divide,” the public library provides a wonderful bridge – if it has space to provide computers.

Objective II.

Provide 79 public access computers (OPACs and public desktops) to meet current and future need, as identified in Orange’s service level guidelines.

Activity II.A.

Provide 79 online public access computers (OPACs) and public desktop computers with high-speed telecommunication lines and networked Internet connections.

Measurement: Number of terminals with hardwired or wireless connections to the Internet at completion of project. Note: At least eight (8) terminals will be ADA compliant.

Activity II.B.

Provide 20 public-use laptop computers in the Conference Room, with high-speed telecommunication lines and networked Internet connections.

Measurement: Number of hardwired or wireless connections to the Internet at completion of project.

Goal III: Optimize Joint Use of Resources

Objective III.

Continue Mobile Technology Education Center (MTEC) cooperative agreement with Santiago Canyon College.

Activity III.A.

Continue to provide technology training opportunities in the local neighborhoods served by Orange Public Library facilities, including the Orange Main Library Expansion.

Measurement: Number of hours of “techmobile” service per week onsite at location(s) within the Main Library’s service area; number of people attending classes.

Activity III.B.

Implement joint-use agreement with Orange Unified School District for a Homework Center at the expanded Main Library.

Measurement: Number of hours open for homework assistance; number of K-12 attendees monthly; number of community volunteers; number of volumes provided by Orange Unified School District.

Activity III.C.

Identify possible additional joint-use opportunities with Orange Unified School District, Santiago Canyon College, and/or Chapman University.

Measurement: Identify immediate opportunities for potential cost savings in such areas as bulk purchasing, joint licensing, technical service operations, delivery van services and so on; develop model contracts for such initiatives; recommend or initiate pilot projects in selected priority areas.

Activity III.D.

Identify possible joint-use opportunities with local hospitals in the Main Library's service area (e.g., UCI Medical Center, St. Joseph's Hospital, Chapman General Hospital, and Children's Hospital of Orange County).

Measurement: Create task force to identify and pursue opportunities for service enhancements.

Activity III.E.

Develop a Literacy Council with participants from Orange Unified School District, Santiago Canyon College, Chapman University, the Friendly Center, the El Modena Community Resource Center, the Homework Houses, the Orange Rotary clubs' "Reading by 9" programs, and other interested parties.

Measurement: Membership list of Literacy Council members; number of meetings held; record of actions taken and cooperative agreements pursued during first, second and third year of project's operation.

Goal IV: Provide Public Access to Orange's Local History Resources

As the needs assessment indicated, one out of every ten reference questions asked at Orange's Main Library involves local history, and yet the severely limited space at the existing facility prohibits public access to the unique and irreplaceable treasures in the library's archives. Providing public access means creating a space and a program to highlight the community's heritage, preserve and catalog it, digitize it when appropriate, make it available online, and educate the community about its local history. In the megalopolitan sprawl of Southern California, a strong sense of place and history can provide a unique unifying and identifying force for residents, and Orange seeks to reinforce this community identity with this program. To implement the priority for local history access identified in the needs assessment as the community's second-highest priority, this project will:

Objective IV.A.

Construct a Local History Room in the expanded Main Library.

Activity IV.A.

Develop details of the room's design and functions with input from the Orange Community Historical Society, Old Towne Preservation Association, and other interested community members and staff.

Measurement: Number of community meetings on this topic; number of attendees; productive input to architects.

Objective IV.B.

Staff the Local History Room once the expanded Main Library opens.

Activity IV.B.

Hire two (2) new full-time staff members at Librarian I/II level to staff a Local History Desk, to carry out archival preservation and cataloging practices, and to assist and instruct library users on local history materials.

Measurement: Employment of two (2) full-time staff members by opening day; number of items added to the collection; number of items digitized; number of reference questions answered.

Objective IV.C.

Carry out community outreach on local history topics.

Activity IV.C.1.

Conduct class tours and visits, make presentations, liaison with community groups.

Measurement: Number of class tours and visits; number of presentations; number of attendees; number of meetings attended of local historical groups.

Activity IV.C.2.

Expand the Library's Local History website with additional information and images about the community's heritage.

Measurement: Number of webpages added to the Local History website already operating at www.cityoforange.org/library; number of hits to local history webpages.

Objective IV.D.

Involve community volunteers in Local History Room activities.

Activity IV.D.1.

Hire a new full-time Volunteer Coordinator to carry out volunteer recruitments for all library operations, including local history.

Measurement: Employment of one (1) new full-time staff member by opening day of the project; number of volunteers specifically recruited for local history assistance.

Activity IV.D.2.

Develop a volunteer training program that is both generic to library operations and specific to the Local History Room.

Measurement: Completion and implementation of a volunteer training program by the Volunteer Coordinator, with input from Local History staff among others; number of volunteers trained; number of volunteers used and hours served.

GOAL V: Establish a Homework Center

Community feedback provided during the needs assessment made clear that Orange's children need more help to succeed in school. The service most often requested by parents was an after-school homework assistance program whereby students can receive supervised help with their homework assignments. This need is particularly pressing given the below-average performance of all nine public schools in the Main Library's service area, and the absence of school libraries open after school. With one out of every four Orange residents being of school age, a Homework Center is vital to improving children's readiness for life and work in the 21st century. This program will provide trained volunteers and library staff to aid students (K-12), after school hours, with assignments that require research and/or computer skills.

Objective V.A.

Provide services to school-age children through joint-use partnerships.

Activity V.A.1.

Implement joint-use partnership (approved June 11, 2002) with Orange Unified School District for Homework Center operation.

Measurement: Number of textbooks provided by school district as per agreement; number of Homework Center users; number of questions answered.

Activity V.A.2

Conduct class tours and Main Library / Homework Center orientation sessions on a scheduled basis.

Measurement: Number of tours/sessions and attendees during first, second and third years of operation.

Activity V.A.3

Pursue joint-use arrangement with Chapman University for involvement by their education and teacher-prep students as Homework Center volunteers.

Measurement: Implementation of joint-use partnership with Chapman University; number of university students involved as Homework Center tutors.

Objective V.B.

Establish a designated Homework Center area in the library.

Activity V.B.1.

Establish a designated area in the library for students to work on homework assignments.

Measurement: Number of Homework Center seats, computers, and core textbooks by completion of the project.

Activity V.B.2.

Hire two (2) new 19-hour staff members (e.g., a Library Assistant and a Library Clerk) to oversee the Homework Center, to train and supervise volunteers, to maintain supplies, and to monitor usage.

Measurement: Employment of two (2) new 19-hour Homework Center staff members by opening day of the project; number of items added to the collection; number of items digitized; number of reference questions answered.

Activity V.B.3.

Recruit, train and supervise volunteers to aid students with their homework.

Measurement: Success of recruitment by Volunteer Coordinator, as evidenced by the number of volunteers trained and retained; quality of supervision during the first, second and third years as determined by a formal evaluation of the designated volunteer supervisor.

Activity V.B.4.

Keep in close contact with local school personnel to ensure that materials are available to meet the needs of student homework assignments.

Measurement: Report twice yearly to all members of the joint-use partnership the number of personal contacts made, publicity items distributed, and suggested additional materials needed.

Activity V.B.5.

Provide study rooms for use by students and their teachers or tutors, so small group sessions may be conducted for more individualized instruction.

Measurement: Complete and furnish six (6) study rooms for small group use by completion of project; schedule room use on a first-come, first-served basis; number of small group session scheduled by school personnel during the first year of operation.

Goal VI: Establish a Literacy Center

One out of four (25%) English-speaking adults in the United States is unable to read at a level necessary to carry out basic life skills. In the City of Orange, that number drops slightly but remains high, at nearly one in five (19%). According to the latest figures available, 8% of City of Orange households are at or below the national poverty level. Educators recognize family income that falls below the national poverty level as a major contributor to illiteracy. In addition, increasing ethnic and cultural diversity in the City has resulted in further concern about Orange residents' ability to read, write and compute

at levels that will make and keep them competitive economically for today and the future. With these factors in mind, and with the below-average performance of all public schools in the Main Library's service area, a Literacy Center for families and new learners will be established in the expanded facility.

Objective VI.A.

Establish a Literacy Center in the Main Library.

Activity VI.A.1.

Construct a designated Literacy Center area in the Main Library.

Measurement: Number of Literacy Center seats, computers, and materials at opening day of the project.

Activity VI.A.2.

Provide private tutoring space as needed.

Measurement: Schedule the Community Meeting Room(s) and/or Study Rooms for private tutoring as needed and available.

Objective VI.B

Staff and equip the Literacy Center.

Activity VI.B.1.

Hire three (3) new staff members to operate the Literacy Center, to train and supervise volunteers, to maintain supplies, and to monitor usage.

Measurement: Employment of three (3) new Literacy Center staff members (e.g., a full-time Librarian I/II; a half-time Library Assistant; and a half-time Library Clerk) by opening day of the project.

Activity VI.B.2.

Involve at least one (1) City of Orange resident as a member of the local Literacy Coalition to support the program through fundraising and community awareness programs.

Measurement: Success of recruitment to reflect the community's makeup; quality of community awareness program to be measured by number of learners/tutors enrolled and funds raised the first, second and third years.

Activity VI.B.3.

Trained volunteers will enhance basic skills and improve literacy in the the City of Orange.

Measurement: Success of recruitment as evidenced by the number of volunteers trained and retained; quality of supervision for the program by staff during the three-year program as determined by a formal evaluation.

Activity VI.B.4.

Purchase materials needed to meet the needs of tutors and/or learners.

Measurement: Number of basic reading instruction materials purchased, cataloged and inventoried yearly in the Library’s online catalog during the first, second, and third years of the program; number of expendable items purchased during the same period.

Objective VI.C.

Recruit and tutor adult learners.

Activity VI.C.1.

Learners will be recruited to participate in the program.

Measurement: Results of public relations fliers, newspaper ads and word-of-mouth recruitment will be tracked through quarterly reports to the Library administration and joint-use partnership.

Activity VI.C.2.

Learners and tutors will work to meet the learners’ personal goals.

Measurement: Number of learners who successfully meet their stated goals; number of tutoring sessions conducted on a quarterly basis.

Activity VI.C.3.

Recognize learner successes with letters of commendation, goal completion certificates, and other means as determined by the Literacy staff.

Measurement: Number of learners receiving letters and certificates of completion on a yearly basis; number of learners attending volunteer appreciation recognition ceremonies.

Goal VII: Create Young Adult Services

The 2000 census identified a large group of young adults and pre-teens – nearly 15% who are between the ages of 10 and 18 in the City of Orange – and another nearly 15% of children newborn through age 9 in the generation after the first group. These data point to the continuing and strong presence of young adults in the City’s life. These young people, who generally outgrow the libraries’ Children’s Rooms by their pre-teen years, need an area of their own in which to study, work on small-group projects, and socialize as they find the library materials they need. For these reasons, a Young Adult Room is included in the Orange Main Library Expansion, with special services targeting this age group to be offered for the first time by library staff.

Objective VII.A.

Create a Young Adult Room.

Activity VII.A.1.

Construct a designated Young Adult area in the Main Library.

Measurement: Number of Young Adult Room seats, computers, and materials at opening day of the project.

Activity VII.A.2.

Provide small-group study space as needed.

Measurement: Schedule the Community Meeting Room(s) and/or Study Rooms for small-group work as needed and available.

Objective VII.B.

Staff and equip the Young Adult Room.

Activity VII.B.1.

Hire two (2) new staff members to be assigned to the Young Adult Room, to answer reference questions, provide instruction on the use of resources, and offer special programs.

Measurement: Employment of two (2) new Young Adult staff members (e.g., two full-time Librarian I/II's) by opening day of the project.

Activity VII.B.2.

Create a Young Adult Advisory Council to provide users' input on library services.

Measurement: Participation by at least one student from the two public middle schools and one public high school in the Main Library's service area; attendance at quarterly YAAC meetings; record of recommendations implemented during first, second, and third years of operation.

Activity VII.B.3.

Purchase materials and hold programs to meet the needs of young adults.

Measurement: Number of Young Adult materials purchased, cataloged and inventoried yearly in the Library's online catalog during the first, second, and third years of the program; number of public programs held and attendance at same.

Goal VIII: Expand Homebound Delivery Services

Demographic analysis of Orange's population shows that 16% are over the age of 65. A recent influx of several new retirement, assisted living and lifecare facilities in the Main Library's service area (which includes four excellent hospitals) suggests a reason for this significant concentration of senior citizens; another reason is simply that people enjoy living in Orange and often choose to stay here for many years. Whatever the reason, the Main Library is experiencing greater use of its Large Print holdings and a greater call for Homebound Delivery Services to additional residents who cannot come to the library due to impaired health or mobility. The current facility can only serve up to 30 Homebound patrons at any given time, due to extremely limited space constraints. An expanded Main Library provides more room in the Circulation and/or Reference areas for organization and coordination of a larger Homebound Delivery Service to meet community needs.

Activity VIII.A.

Triple the number of Homebound Delivery Service patrons served.

Measurement: Number of patrons using this service; number of items borrowed; number of deliveries made in the first, second, and third years of operation.

Activity VIII.B.

Expand the Large Print collection by 300%, or 4,200 volumes.

Measurement: Number of volumes added to the Library's online holdings; number of checkouts in the first, second, and third years of operation.

Goal IX: Provide Community Meeting Rooms

The present Main Library dramatically lacks adequate community meeting room spaces. Library programs must be conducted in a small meeting room (max. 25), in the adjacent parking lot when weather permits, or in the children's reading area of the library. Children's programs are well attended, so overcrowding is a major problem. Because there are no large meeting spaces in Orange's downtown area, more than 100 active community groups who wish to hold meetings or programs have no local facility in which to meet.

With the addition of a Community Room in the expanded Main Library, many opportunities would open up for local residents and organizations. Library staff, the school district, and local groups could present educational videos, lectures, health-education sessions, musical and cultural programs for large groups of students as meeting room and school schedules permit. This joint use of the Community Room in itself promises to promote additional library use by students, teachers and parents. In addition, the Community Room will have the capability to provide audio and video teleconferencing, which holds additional promise for distance learning opportunities in conjunction with Santiago Canyon College and Chapman University.

Similarly, the addition of a Conference Room in the expanded Main Library will open up new opportunities because this 25-person space may be used as a traditional conference room, or it may be quickly and easily reconfigured for computer training classes or smaller-group audio and video teleconferencing. Local computer user groups have expressed great interest in using such space for their meetings, a collaboration which holds potential for fruitful future partnerships.

Objective IX.A.

Offer programs of special interest to audiences of all ages.

Activity IX.A.1.

Continue to provide free storytimes, after-school club activities, monthly special programs, and other library programming for children and families; add special programs for young adults; and continue to provide special programs for adults.

Measurement: Number of programs offered; number of program attendees.

Activity IX.A.2.

Create a “master calendar” for room use.

Measurement: Maintain a record of all activities scheduled in the Community Room and the Conference Room, and analyze trends quarterly for the first, second, and third years of operation.

Types of Services to be Offered

The Orange Main Library Expansion will look much more attractive both outside and inside after it is completed, and it will also be much more responsive to the needs of residents in the Main Library’s service area. Those residents have called for more books and other library materials, more computers, new services including homework help and literacy assistance, a publicly accessible Local History Room, separate space for young adults and to do teen outreach, study rooms and reader chairs and tables, larger meeting rooms, and increased outreach to senior citizens. All of those needs will be met in the expansion project.

The Orange Main Library Expansion will continue to be open to the public 57 hours per week (Monday through Wednesday, 10 a.m.-9 p.m.; and Thursday through Saturday, 10 a.m.-6 p.m.). However, because the building’s size will increase so significantly, and because activities and services will occur on two floors instead of the current single-floor configuration, staffing size and diversity will increase by 20 people (15.5 FTE). Collections too will increase in size with more square footage available, growing by 19% in time for opening day in the fall of 2006 and increasing annually for five years. By that time, when the Orange Main Library Expansion has reached its collection capacity in 2011, there will be 28% more materials on its shelves than currently.

Basic library programming will continue at first as it has been, with staff set to take a careful look at how the increases in square footage, services, and collections may impact patrons’ demand for programs. Currently all three of Orange’s public libraries offer one “lap” storytime, one preschool storytimes, one “pajama” storytime, and one after-school program weekly free of charge for at least 25 weeks per year. When the Orange Main Library Expansion has been completed, an “infants’ storytime” will be added to the roster of children’s programs noted above. In addition, the Main Library and branches will continue to offer one bilingual (English/Spanish) storytime, one family storytime, and one book-related program each month at minimum. For adults, the Orange Main Library Expansion will similarly continue to offer its current roster of programs with an eye toward making changes as usage patterns become more clear in a larger space. Monthly, there will be free instructional sessions on basic Internet skills, e-mail, Internet for kids, and homework help for K-12 students. In all cases, staff and the City of Orange Public Library Foundation has already begun a much more aggressive effort to raise private funds to underwrite programming, to ensure that community needs are not only met but exceeded. The following information details how services will be offered in the expanded facility, on an area-by-area basis.

Administration / Staff Areas: The library's Administration operation is currently very modest in size, with the City Librarian and her assistant comprising the entire section. Sometime during the next four years, prior to the Orange Main Library Expansion, it is likely that a Finance Clerk and either a Library Manager or an Administrative Analyst will be added to help with a burgeoning workload. When the expansion project opens, those staff members may be supplemented with a Secretary to provide additional office support. Library Administration, open from 7:30 a.m. to 5:30 p.m. nine workdays out of ten every two weeks (and dark every other Friday, as is City Hall), will also add a full-time Volunteer Coordinator to the roster of positions for the building expansion. The need for such a person is already great, given Orange Public Library's current annual use of nearly 150 volunteers already; those numbers are expected to triple once volunteers for Literacy, the Homework Center, the Homebound Delivery Service, and Local History have been actively recruited and trained. Other staff areas will mostly consist of workroom spaces (with private offices only for the Library Manager, the three Senior Librarians, the Circulation Supervisor, and the Information Systems Coordinator) that can be flexibly used and configured. In the Adult Services workroom area, expanded Homebound Delivery Service operations will be housed so that up to 90 homebound patrons and/or groups at assisted living facilities can be served. Both Adult, Young Adult, and Children's Services librarians will select and weed materials while they (staff) are assigned in these work areas.

Adult Services: Adult Services librarians have been, and will continue to be, one of the mainstays of the Main Library's operations. In recognition of the increased activities it will undertake after expansion, the section itself will be renamed as "Adult and Young Adult Services" to reflect addition of additional services. The Adult Services section is responsible for staffing the Reference Desk upstairs, which is situated with strong visual control over arriving visitors and active users. The Adult Reference collection of 5,500 volumes upstairs is part of this area, as are the nearby 65,000 volumes of Adult and Young Adult nonfiction. Nearly two dozen public access computers are situated throughout these two sections. In addition, Adult Services will be responsible for the Periodicals area on the main floor, and for the adjacent Adult Fiction collection of 22,000 volumes, 7,000 Paperbacks, and New Books holdings of 500 volumes as well. In addition, Adult Services handles selection and reader's advisory assistance for the Spanish- and Vietnamese-language collections and for 22,000 Adult Fiction volumes on the main floor.

AudioVisual Room: Defined space to shelve audiovisual materials, plus listening and viewing stations where users may enjoy AV items within the library, are featured in this area. Because of the Main Library's current and popular practice of combining Adult and Young Adult AV and nonfiction materials, a similar arrangement will occur at the Orange Main Library Expansion. Materials stocking this area will be a collection of 5,400 music CDs, 6,000 cassettes, 4,300 audiobook CDs, 876 circulating CD-ROMs, 4,300 videos, and 3,000 DVDs. Young Adult staff will be posted at a nearby service point on the ground floor to help with any questions from patrons in this area.

Children's Room: Staffed at all times by at least one Librarian I/II at a reference-desk service point, the Children's Room on the main floor will provide resources, enrichment and enjoyment for children from newborn through age 12. Two full-time Library Assistant positions will be upgraded to Librarian I/II positions to reflect an increasingly challenging workload with ever-greater emphasis on individualized instruction by library personnel. A collection of 3,300 chapter books, 4,600 easy readers, 10,000 picture books, 10,000 fiction volumes, 25,400 nonfiction works (including many to supplement students' homework assignments), 680 reference/ready reference works, and 2,500 (primarily Spanish) foreign language books will comprise the printed materials available. Reflecting community interest in having more audiovisual items, this area will also include 1,100 CDs for children, 270 audiobook cassettes (a format on its way out but currently still fairly popular), 400 circulating CD-ROMs, 1,500 DVDs, 1,800 media kits, and 1,900 videocassettes. Open space for storytimes and programs has been designed in, and all of the children's and family programs outlined earlier will continue to be offered. The public-use computers in this section of the library will only be able to access the full spectrum of Internet resources if the child has received written parental permission to do so; otherwise, only selected Internet sites will be offered. A self-checkout machine will be provided to facilitate users' checkout and to ease the demand on staff at the Circulation Desk. The Children's Room will also be the sole access point to get to the Children's Garden, a walled space just outside the north entryway to the building. The garden will be a wonderful area for children, parents and groups of students to enjoy literature and the library's ambiance while reading silently or listening to a storytime during good weather.

Circulation Services: Staffed at all times by at least two Clerks (and up to five Clerks at busy times), with at least four Library Pages sorting returned materials and shelving them throughout the library, the Circulation Desk is a visual control point for monitoring users' behavior around the entryways as well as a public-service desk for library card registration, check-out and check-in of materials, and payment of fines and fees. There will be two self-checkout machines in the vicinity of the Circulation Desk – one toward the east wing of the building, the other toward the west. Staff workspace will be located directly behind the Circulation Desk, with automated materials handling present to help in the initial "rough-sorting" of returned items. Six (6) additional Library Pages will be hired to reshelve the greatly increased numbers of library materials throughout the building; these Pages will also be deployed any time the Community Room or Conference Room needs to be reconfigured for other than standard usages. The current Senior Library Clerk's position in Circulation will be upgraded to Library Assistant, and a second Library Assistant will be added to handle oversight and supervision of the greater numbers of staff in this operational area. While these staffing numbers are not in proportion to the increased amount of square footage being added at this facility, it is anticipated that labor-saving devices like self-checkout machines and automated materials handling will reduce the need for some staff tasks.

Friends' Bookstore: With construction of the Orange Main Library Expansion, a long-time dream of Orange Public Library and its Friends' support group will be realized: The Friends' Bookstore will move into the library itself. Currently, due to lack of space, this

operation is run from a historic residence (Edwards House) next door to the existing Main Library that is slated for relocation as part of this project. Friends' volunteers will continue to handle sorting and pricing of donated materials from the community as well as library discards, but this area will make their work easier and more convenient. While public service hours for the Friends' Bookstore currently run from 10 a.m. to 6 p.m. four or five days a week, it is anticipated that the service hours may be reviewed and changed once the expansion has occurred and new patterns of usage and volunteerism emerge. The City is not responsible for staffing this area; the Friends make all of the arrangements and coordinate all pricing, special sales, and the like.

Homework Center: The Homework Center will be a new service offered once the Orange Main Library Expansion has opened. Open year 'round during all library service hours, the Homework Center will be staffed from 2:30-6 p.m. Monday through Friday to connect with students after school. A 20-hour Library Assistant and a 20-hour Library Clerk will supervise the Homework Center, recruit and train volunteers, maintain supplies, and help to keep the operation running smoothly. This unit will report to the Senior Librarian for Children's and Outreach Services. The Homework Center will be open for public use without special staffing during all other hours during which the Main Library is open to the public. It will contain several computers for students' use and will also house the 75-volume reference collection of core textbooks used at local public schools (and provided by the school district as one of its contributions to the joint-use agreement for this operation). It is anticipated that the Homework Center will become extremely busy after school each day, as the current Main Library already answers approximately 250 homework-related questions per week between 2:30 and 6:00 p.m. weekdays. To make this operation run smoothly, volunteers will be solicited from local middle and high schools, Chapman University's teacher education program, and the community at large. Orange Unified School District committed to assisting with this recruitment as part of its joint-use contributions.

Literacy Center: The Literacy Center will be another new area of the Orange Main Library Expansion, created to fill needs identified during community surveys in 2001. Three staff members – a full-time Librarian I/II, a half-time Library Assistant, and a half-time Library Clerk – will be added to operate and support this time-intensive service. The Literacy Center will be open all 57 hours per week that the library as a whole is open, with staffing available during 35 of those hours. This unit will report to the Senior Librarian for Adult and Young Adult Services, due to its adult services focus and its proximity to the Adult Reference Desk and the Adult/YA Nonfiction areas on the second floor. This area includes a new 2,100-volume collection of books and videos for adult learners and new readers. Volunteers from Orange's three Rotary Clubs have expressed great interest in assisting with this service, as has the Los Angeles-based office of "Reading by 9." In addition, teaching students from Chapman University and additional community volunteers will be solicited to help as tutors performing the one-on-one and small-group tutoring services to be promoted and coordinated here. The Literacy Center will receive input from a Literacy Council of partnering agencies, and this group will help to provide vital feedback on the effectiveness of Literacy Center operations and outreach.

Local History Room: The Local History Room, long sought by this community of more than 100 years' proud heritage, will be open for public use all 57 hours that the library as a whole is open, with staffing available during 35 of those hours. One and one-half existing positions will be upgraded into two full-time Librarian I/II positions (Local History) within the Adult & Young Adult Services section to support this operation. The staff will carry out archiving, preserving, digitizing and organizing the continual flow of donations from community members. They will also select and acquire new materials for the 4,300-volume collection and will answer reference questions at a service desk at the entrance to this upstairs room. A "Tower Reading Room" will provide an inviting spot for researchers to work or browsers to explore the richness of Orange's history as preserved at the Main Library. The Local History operation will be an appealing place for volunteers, and the Main Library will continue to work with the Orange Community Historical Society, Old Towne Preservation Association, and interns from the Cal State Fullerton/San Jose State University library school program and other universities' computer science programs to get volunteer assistance in scanning historic images and creating MARC records for the library's tens of thousands of uncataloged local history items.

Meeting Rooms: The Community Room (capacity 150) and Conference Room (capacity 25) have long been sought by local organizations and groups interested in having access to well-planned, sizable, comfortable and technologically enriched spaces for board meetings, sports organization sign-ups, cultural and musical programs, banquets, and special events. Both rooms have been designed with such uses in mind, with an Arcade Garden to be located directly outside of the Community Room space to encourage a natural flow of people both inside and out during events. A full-service kitchenette is included in Community Room space so that food may be prepared and served (or catered). While City policy prohibits the use of alcohol on City property, non-alcoholic beverage consumption will be fine. The City's administrative policy on use of public meeting room space regulates the usage and possible costs for these rooms, basically allowing free usage for nonprofit or educational organizations for an initial two hours and then a modest hourly fee after that. The rates are the same for for-profit groups but the initial free hours are not provided. The meeting rooms will be available for use at any time, but individuals or organizations that wish to reserve these spaces for times before or after the Main Library's standard service hours will be required to pay private security guard fees.

Technical Services: Technical Services, currently housed in a facility one and one-half blocks distant from the Main Library, will join the rest of library operations in the Orange Main Library Expansion. Because this is not a direct public-service unit, its hours will continue as 7:30 a.m. to 5:30 p.m. nine days out of each ten-day pay period (going dark every other Friday, as City Hall does). Here, library materials of all types will be ordered, received, processed, cataloged, and otherwise prepared for public use. Weeding, mending, and discarding also occur here. Technical Services is a space-intensive operation, as incoming and in-progress materials all must be neatly and logically housed in a manner that facilitates a smooth workflow while dealing regularly with hundreds of

items at any given time. Technical Services is also a technology-intensive operation, with OCLC and MARCive applications running for copy cataloging and uploading, and Title Source II and BWI applications in place for materials ordering. Maintenance of the library's Inlex system (soon to be SIRSI, as of July 2003) also occurs in this area.

Young Adult Room: The final new area being planned for the Orange Main Library Expansion is a Young Adult Room, set to house more than 6,500 book and audiovisual items. Created in response to the increased numbers of teens and pre-teens in the City of Orange, this area will allow young adults to have "their own space" with clear physical delineation separating it from both the Adult and the Children's areas. The Young Adult Room, situated on the ground floor with other more noise-intensive functions, will have a reference desk to be staffed by one librarian from 12 noon to 9 p.m. on Mondays, Tuesdays, and Wednesdays, and from 10 a.m. to 6 p.m. on Thursdays, Fridays, and Saturdays. To ensure this coverage, and to provide staffing sufficient for teen outreach, two new full-time Librarian I/II staff members will be added. This team of two will also generate programs of interest to young adults at least quarterly. The Young Adult librarians will report to the Senior Librarian for Adult & Young Adult Services. In addition, a Young Adult Advisory Council, meeting quarterly, will be created to give feedback and input from representative middle school and high school students who use the library.

As noted previously, the nearly 1,000 Orange residents providing input to library needs assessment surveys during 2001 clearly expressed their desire for more books and other library materials, more computers, new services including homework help and literacy assistance, a publicly accessible Local History Room, separate space for young adults and to do teen outreach, study rooms and reader chairs and tables, larger meeting rooms, and increased outreach to senior citizens. All of those needs will be met in the Orange Main Library Expansion.

Jurisdiction-Wide Service

The proposed expansion of Orange's Main Library will be the first and most momentous evidence of redirected priorities in public library services for the City of Orange. The needs assessment called for a Homework Center and a Literacy Center to be established at each of the City's public libraries. It also reflected residents' wishes for more books, more computers, more chairs and tables, more study spaces, and more meeting room space – in short, for more square footage to accommodate these services and materials -- at each facility in this public library jurisdiction.

A main or central library is always seen as the "leader of the pack" in jurisdictions with multiple facilities, and it is no different in Orange. With the Orange Main Library Expansion, Library staff will get a much more substantial experience with facility construction than they have heretofore experienced in two recent but much more modest renovations. And the community will realize that its wishes are being heeded and a more responsive service plan is being implemented.

Technology

Executive Summary

This Library Plan of Service builds on the existing strong technology base already established within the City of Orange, where the Library, as a department within the City family, works collaboratively with ACS, Inc. (the City's Information Services provider) to ensure that up-to-date technology and connectivity are maintained at the City's libraries. A network of T-1 lines and fiberoptic cabling, supporting an up-to-date array of servers and firewalls, is being completed in 2002 and is expected to provide sufficient bandwidth and connectivity for some time to come. A three-year Technology Plan, reviewed and updated annually by ACS for the City, includes Orange Public Library among its priorities because of the community's clear emphasis on obtaining information access online both at and through the libraries. The priorities identified in the needs assessment will be implemented through the Orange Main Library Expansion by expanding from that already solid foundation.

The Technology Plan has two key goals:

- Technology Goal I: Increase Information Access Through Technology
- Technology Goal II: Empower Users & Staff Through Technology Training

Increasing information access through technology will be achieved by the City continuing to provide sufficient bandwidth, connectivity, and servers to ensure efficient delivery of information. In addition, new Library holdings will be added to the online library system and made immediately accessible to Library users via onsite or remote-access connection. Installation of sufficient wireless access points to cover the entire Orange Main Library Expansion will be carried out, and connectivity for personal laptops will be provided throughout the expanded building. Orange Public Library's already extensive website (www.cityoforange.org/library) will continue to be expanded and updated. As an educational and cultural enhancement for training and special events, audio and video teleconferencing capability will be provided in the Community Room and the Conference Room, in hopes of encouraging distance learning opportunities. To support all of these developments – particularly the expansion of public-use computers by two and a half times their current number – a full-time Computer Systems Specialist is proposed for addition to the library's staff.

Library users, staff, volunteers, and community groups all turn to Orange Public Library to meet their technology training needs. With highly knowledgeable staff instructors leading workshops that are open to the public, in-library training becomes a non-threatening way for those not yet in the mainstream of the Information Age to learn such skills as using e-mail, accessing the Internet, searching online databases, designing webpages and the like. Empowerment through technology training, the second goal of this Technology Plan, responds to community residents' call for help in learning the skills that one must know in using computer equipment. This is particularly meaningful to children, the elderly, and those who do not have computers at home.

Technology Goal I: Increase Information Access Through Technology

The needs assessment called for more computers and, by inference, increased information access. Given Orange's ethnically and culturally diverse population, with its socio-economic mix of "have's" and "have-not's" and 8% of Main Library service area residents living below poverty level, it is important for the expanded facility to provide public access to a variety of services delivered by technology: The Library's online catalog and databases, its webpages, the Internet, career materials, homework assistance, literacy training, and local history resources. Training to effectively use such resources is also critical to provide. To that end, the Library focuses on information access through technology and on information empowerment through special services. Any resident of the City of Orange can access the library electronically from home or on-site to obtain information and services to meet his/her information needs.

Objective II. A.

Establish or enhance access to networked information.

Activity II.A.1.

Continue to provide sufficient bandwidth/connectivity/servers to ensure efficient delivery of information.

Measurement: Changeover from existing shared T-1 line to a dedicated T-1 line; addition of a second T-1 line or greater if needed.

Activity II.A.2.

Continue to make Orange Public Library's catalog of library holdings available on the Internet, and continue to add holdings to it.

Measurement: Number of databases available to patrons, and increase in holdings in the Library's catalog.

Activity II.A.3.

Provide connectivity for personal laptop computers in the Main Library.

Measurement: Number of telecommunications connections at completion of project.

Activity II.A.4.

Provide a sufficient number of wireless access points in the Main Library to reach throughout the whole building, in order to use wireless as the technology matures.

Measurement: 100 percent of building space will be covered by potential for wireless access.

Activity II.A.5.

Provide audio and video teleconferencing capability in the Main Library's Community Room and the Conference Room, to support educational and information-sharing opportunities.

Measurement: Completion of connectivity for audio and video teleconferencing, and acquisition of hardware/software to make it possible.

Activity II.A.6.

Maintain library websites (based at Orange Public Library homepage: www.cityoforange.org/library) and add new ones as needed.

Measurement: Number of library websites added for public access each year.

Activity II.A.7.

Update online “24/7 Reference Service” software/connectivity as available, to ensure Orange residents’ continuing access to 24-hour reference assistance online.

Measurement: Written record of changes to “24/7” software and/or connectivity after completion; number of users who are Orange Public Library cardholders.

Activity II.A.8.

Add 1.0 FTE staff member to provide additional computer and applications support.

Measurement: Employment of full-time Computer Systems Coordinator (at salary package commensurate with that of Librarian I/II) by completion of project.

Objective II.B.

Optimize labor-saving technology to more effectively utilize staff time, to increase staff safety, and to empower library users.

Activity II.B.1.

Install Internet self-signup software on all library online public access computers (OPACs).

Measurement: Number of OPACs loaded with Internet self-signup software; number of users measured monthly and totaled annually.

Activity II.B.2.

Provide four (4) self-checkout machines in the Main Library.

Measurement: Number of self-checkout machines installed at completion of project.

Activity II.B.3.

Provide access to round-the-clock pickup of users’ library materials at the Main Library.

Measurement: Install equipment for 24-hour pickup by completion of project.

Activity II.B.4.

Use Radio Frequency Identification (RFID) technology to carry out materials inventory.

Measurement: Install equipment for use of RFID technology by completion of project.

Activity II.B.5.

Explore new technology for materials handling of returned items.

Measurement: Report on, and install if possible, available technology and costs of materials handling system, by completion of project.

TECHNOLOGY GOAL II: Empower Users & Staff Through Technology Training

Library users, staff, volunteers, and community groups all turn to Orange Public Library to meet their technology training needs. With highly knowledgeable staff instructors leading workshops that are open to the public, in-library training becomes a non-threatening way for those not yet in the mainstream of the Information Age to learn such skills as using e-mail, accessing the Internet, searching online databases, designing webpages and the like.

Empowerment through technology training responds to community residents' call for help in learning the skills that one must know in using computer equipment. This is particularly meaningful to children, the elderly, and those who do not have computers at home. The library is a perfect place for computer training because of the recognized helpfulness, patience and trustworthiness of librarians as public servants. In addition, economic growth through a skilled labor force is the lifeblood of a community, and computer skills are needed for economic advancement. This training goal and its targeted audiences can bring City of Orange residents into the 21st Century job market.

To implement the community priorities on technology training that were identified in the needs assessment, Orange Public Library will carry out the programs listed below.

Objective II.A.

Empower library users through technology training.

Activity II.A.1.

Establish technology training areas by purchasing and installing the following special equipment for use in the Conference Room and/or the Community Room:

- Minimum of 20 multimedia laptop computers with a Windows operating system;
- 4 networked printers;
- 1 PC projector w/retractable viewing screen;
- Telecommunications connectivity for above computer systems.

Measurement: Number of computers and peripherals configured by the completion of the project. Note: ADA compliance standards will be met.

Activity II.A.2.

Continue joint-use agreement with Santiago Canyon College for computer classes and career counseling provided by college staff in a Mobile Technology Education Center (MTEC) van onsite in the parking lot of Orange's public libraries.

Measurement: Number of days per week, and hours per day, of MTEC services open to the public; number of classes offered; number of participants; quality of training as determined by participants' evaluations.

Activity II.A.3.

Provide training to volunteers in the use of the library's online catalog, website, databases, and the Internet.

Measurement: Number of volunteers trained; number of volunteer service hours; number of trained volunteers providing ongoing assistance in the use of the library's online catalog, website, databases, and the Internet.

Activity II.A.4.

Provide basic computer training to library users.

Measurement: Number of workshops offered annually; programs covered in the workshops; number of participants completing the courses by the end of the first year; quality of training as determined by participants' evaluations.

Activity II.A.5.

Provide training to library users on the library's online catalog and databases.

Measurement: Number of workshops offered annually; programs covered in the workshops; number of participants completing the courses by the end of the first year; quality of training as determined by participants' evaluations.

Activity II.A.6.

Provide training to library users on how to use the Internet for research purposes.

Measurement: Number of workshops offered annually; programs covered in the workshops; number of participants completing the courses by the end of the first year; quality of training as determined by participants' evaluations.

Activity II.A.7.

Provide access to career-oriented computer applications.

Measurement: Number of career-oriented applications installed; number of participants using the software for job enhancement/hunting during the first year.

Objective II.B. Prepare library staff, joint-use partners and volunteers to utilize current and new technologies and to assist users in accessing information through use of the new technologies.

Activity II.B.1.

Coordinate and offer workshops for library staff, joint-use partners and volunteers on planning for, implementing and using technology.

Measurement: Number of workshops offered annually; number of workshop topics covered in the training; number of library staff members, joint-use partners, and volunteers attending workshops annually; quality of training, as measured by participants.

Activity II.B.2.

Coordinate and offer workshops for staff/volunteers on resume writing.

Measurement: Number of workshops offered annually; number of library staff members, joint-use partners and volunteers attending workshops annually; quality of training, as measured by participants.

Activity II.B.3.

Support the acquisition and use of technology for the provision of continuing education as needed, through cooperative efforts with the local school district, community college district, and other educational partners.

Measurement: Number, type, and cost of hardware and/or software purchased; number of library staff members, joint-use partners and/or volunteers involved.

Activity II.B.4.

Coordinate and offer cross-training for library staff in after-hours support of the system and applications.

Measurement: Number and type of training sessions offered annually; number of library staff members attending annually; number of responses to after-hours help calls.