



Castroville Library



*Today's Readers Are Tomorrow's Leaders
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Library Plan of Service

Executive Summary

Mission Statement

Goals / Objectives / Roles & Service Indicators

Types of Services to be Offered / Implementation Plan

Jurisdiction Wide Service

Technology

Library Plan of Service	_____	
Executive Summary	_____	1
Mission Statements	_____	3
Goals and Objectives, Roles and Service Indicators	_____	4
Types of Services to Be Offered	_____	8
Community Room	_____	8
Programming	_____	9
Hours of Service	_____	10
Staffing	_____	11
Literacy	_____	11
Collections	_____	12
Homework Center	_____	15
Special Services	_____	17
How Plan of Service Meets Residents' Needs	_____	19
Jurisdiction-wide Services	_____	20
Technology	_____	21
How Plan of Service Integrates Appropriate Technology	_____	21
Meeting the Needs of K-12 Students	_____	24
How Information Technologies Are Implemented	_____	25
Executive Summary	_____	28
Appendix A	_____	
Bibliography	_____	



Executive Summary

The Plan of Service for the new Castroville Library flows from the Needs Assessment process, which generated considerable consensus among residents about what a new library facility would need to address. The Library has occupied 3797 square feet of leased space since 1984. In the past 10 years the area population has grown by over 62% and is projected to increase over the next 5 years to more than 9,500. It is clear that the current space can no longer accommodate the needs of this diverse and rapidly growing community.

Our Needs Assessment showed community members felt strongly about the availability of homework support for K-12 students and wanted stronger connections to local schools, more Spanish language collection materials, and greater computer access and computer training. Residents also expressed interest in youth and adult literacy programs, space for community meetings, an increase in operating hours, and greater access to information about community resources. Additionally, the Assessment identified a need for collaborative programs to target local issues such as a high teen pregnancy rate, a high rate of K-12 students designated as limited English proficient, a large number of unprepared students entering kindergarten, low literacy, youth crime, and limited job skills for parents.

COLLECTIONS

Latinos comprise 75% of the service area population and many residents have limited English proficiency. There are a large number of children residing in the service area with over 38% of the population below the age of 19. Many of the newly arriving families come from small villages in Mexico and have limited knowledge of local resources. These demographics support the requests identified by residents in the Needs Assessment to increase materials for youth, Spanish language and bilingual collections, as well as information and assistance in accessing public services and other community resources. While collections for these needs have increased in recent years, space limitations have severely limited any substantive improvements in these areas.

COMPUTERS & TECHNOLOGY

The Castroville Needs Assessment calls for an increase in the number of computers for public use. The current space only allows for 6 public computers and patrons often must wait before they can access one for their use. Students and adults are increasingly required to be literate in computer technology to improve academic performance and to gain important job skills that can enhance their economic potential. The availability of Internet resources and a variety of software applications is essential in a community where many families cannot afford a computer in their home. A 500% increase (30) in the number of public access computers will be made available to residents. These computers will be located in various areas of the Library and a majority have been designed to move easily to other locations as needed to accommodate multiple uses.

HOMEWORK CENTER

A high priority identified in the Needs Assessment is to expand the homework programs and to increase coordination with the local school district. The current facility has no defined homework center space, is very small and can only accommodate a few young people when many of the programs draw a crowd. When youth programs are scheduled the opportunity for other patrons (e.g., seniors, adults) to utilize the Library is limited because of the lack of space and the inability to isolate noise. The Needs Assessment identified the low educational performance of many of the students in the service area and highlighted the great need to expand homework support. Teachers within the service area report 68% of the students are unprepared to enter kindergarten. A high percentage of local students in the lower grades are non-English speaking and



have consistently scored below the California average in standardized tests. While academic achievement improves the longer the student is connected with the educational system, High School students continue to score below the California average as well. An increase in the space and resources of the homework center in conjunction to the Joint Use Agreement with the North Monterey County Unified School District will provide added opportunities to enhance support for area students.

LITERACY

The Needs Assessment identified low levels of educational attainment within the service area and estimated only half of the adult population has graduated from high school. A very high percentage of community members primarily speak a language other than English at home (78.1%), and English literacy levels are generally low throughout the area. Economic information indicates that many, if not most, of the service area residents are employed, but they work in low-wage occupations including the agriculture and hospitality industries. Limited literacy contributes to the difficulties many residents face in trying to obtain higher paying jobs. Increasing the opportunities to improve literacy was a priority identified by many residents in the Needs Assessment process. The existing facility is ill equipped to provide the room and programming necessary to meet the current and/or projected needs of area students, adults and families. Expanded space and greater opportunities for literacy training will be a welcomed asset of the new Library.

CHILDREN'S / JUVENILE AREA

The existing space for children's services is inadequate particularly given the large number of children living in the Castroville service area. The children's area is part of the main library space without sufficient seating or comfortable places for reading or for parents or caregivers to sit and read to children. There is very limited space to house an adequate array of children's collections, and programming often spills over into other areas of the library making it difficult for other patrons to enjoy themselves. When the small meeting room is utilized for programming the size limits the number of children that want to participate.

YOUNG ADULT AREA

While young adults use the current library for homework it is very cramped and ill equipped to meet the needs these patrons have. There needs to be adequate space for collections, comfortable seating, access to computers, and opportunities for group study sessions.

ADULT AREA

The space for adult services is extremely limited and there is no suitable space for private reading, tutoring, or studying. There is a great need to provide adults with appropriate materials, computers, sitting and reading areas, plus private tutoring space.

COMMUNITY ROOM

The existing community room doubles as a storage area and can only accommodate 6 to 8 adults comfortably. Many residents indicated in the Needs Assessment that a larger community room was a high priority. The Assessment also revealed residents want to be able to offer a range of programs designed to meet their unique community needs. Families want access to educational opportunities and they want to learn about resources that are available. Many community groups located in the Castroville service area want a large enough space to accommodate their meeting needs. Plans to build a much larger, technology adept community room will be a valuable focal point for local residents and provide many opportunities for family oriented programs.



Mission Statements

Monterey County Free Libraries:

The Monterey County Free Libraries is a network of information centers serving the diverse communities of Monterey County by offering opportunities for all to succeed in school, work, and their personal lives.

North Monterey County School District:

The North Monterey County School District is a partner in education with the community, students, staff and parents. The Joint Use Agreement with the Castroville Library supports the Districts goal of encouraging community partners to develop educational goals for students and fosters their belief in the community-wide responsibility for the education of area children.

MCFL Values & Guiding Principles

The Monterey County Free Libraries (MCFL) endorses and supports the Monterey County RICH values. Those values are:

- Respect and courtesy for fellow employees, customers & residents
- Innovation
- Customer service
- Honesty and integrity in all County actions

MCFL and its staff also espouse the following values:

- Professionalism – We are information and public service professionals. We follow a tradition of library service stretching back to the Great Library of Alexandria, and of public library service stretching back to the Founding Fathers. We maintain our skill and knowledge in the library profession and uphold the responsibility and trust which our communities and our customers expect of us.
- Dedication – We are all dedicated to our profession, to Monterey County, to our individual service communities, to each other as co-workers, and to the individual residents of Monterey County whom we serve.
- Human sensitivity/human contact – We provide our service, never forgetting that we are human beings, as are our customers. We excel at customer service and provide an environment which provides exceptional service while providing a pleasant, enjoyable, and human experience for each customer.
- Valuing each other & making our work enjoyable – We value our co-workers and enjoy the family atmosphere which exists within our worksites. We recognize that our work is important, but also are aware that we can work more



effectively and provide a better service if we can enjoy our work and have fun performing our duties.

- Commitment & faith that we are making a difference – We are committed to library service, to Monterey County, to each other and to our customers. We know that we make a difference in our communities and in our customers lives on a daily basis and we have faith that we will continuously improve our skills, knowledge and our service to the continued betterment of our county, our communities and of the lives of their residents.

Goals and Objectives, Roles and Service Indicators

The Castroville Library plans to be the center of information and learning for the Castroville service area, the focal point for families to access information and gain resources that benefit their lives.

The primary goal of the Service Plan for the new library is to create a place people want to visit, a place well stocked with materials and well equipped with furnishings and technology that meet the identified needs of the community and residents.

The new library will be located in the town center and provide a visible, centralized location for local residents, families and visitors. With the adjoining Child and Family Development Center and Plaza, it will be the hub of family activities, community events and a continual source of pride for local residents.

A. Literacy

The Castroville Needs Assessment calls for greater availability of literacy programs that address the needs of a substantial population of non-English speaking children and adults within the service area. Under the objective of literacy services, MCFL, its literacy staff and the Castroville branch staff will promote the MCFL Adult Literacy Program, including the MCFL Families for Literacy Program. In partnership with the North Monterey County School District and the Monterey County Office of Education, other adult literacy and ESL training opportunities will be available to the Castroville Community. These programs will address English reading and language skills necessary for performing essential daily tasks, for seeking and obtaining employment, and for improving the skills necessary to be successful in school. The Library will offer increased literacy resources and opportunities for tutors to assist patrons and for patrons to access literacy services and programs.

Goal:

To increase the availability and breadth of literacy programs sponsored and/or supported by the Library.

Objectives:



- To have 10 youth learner/tutor pairs working within the first year.
- To have 15 adult learner/tutor pairs working within the first year.
- To have 30 youth learner/tutor pairs working within the second year.
- To have 15 adult learner/tutor pairs working within the second year.
- To host 2 literacy classes for adults during the first year.
- To host 4 literacy classes for adults during the second year.
- To increase the availability of literacy resources by 25%.

Service Indicators:

- Number of tutors recruited/trained and number of sessions completed.
- Number of learners and number of sessions completed.
- Attendance at literacy classes provided at the Library and through Library partners.
- Percentage of program participants who respond that the program has added to their success and literacy resources have met their needs.

B. Technology

Through the MCFL Technology Plan, the new Castroville Library will address the technology requirements necessary to increase the number of public access computers available and to bring the technology up-to-date so that the needs of the community can be greatly improved.

Goal:

To increase the availability of computers and the accessibility of up-to-date technology.

Objectives:

To have 30 computers available for public use, installed with high-speed data connectivity to link to the MCFL network, the school district, and the Internet.

To increase patron computer use by 50% during the first year.

Service Indicators:

- Reduction in patrons waiting for access
- Number of patrons utilizing the computers and number of hours used
- Increase in the number of patrons who responded to a survey that the service met their needs



C. Expansion of Facility Space

The Castroville Needs Assessment calls for smaller rooms and special areas for study and small group meetings, for designated areas for adult reading and children's programming, and for a larger community meeting room. The needs assessment also calls for sufficient furniture to support the increase in space and programming.

Goal:

- To provide adequate space for a wide array of meetings, presentations, and training
- To provide designated areas for adult reading
- To provide additional space for children's programming
- To provide for adequate, comfortable furniture in all expanded areas

Objectives:

- To make available via scheduling at least 3 meetings/programs per week in the first year of operation
- To make available 5 meetings/programs per week in the second year of operation
- To have 500 students visiting the homework center each month during the first year.
- To average 250 people per day visiting the library

Service Indicators:

- Number of children attending children's programs and number of programs scheduled
- Door count
- Frequency of scheduled meetings
- Attendance at all programs
- Percentage of adults who responded to a survey that the adult reading space met their needs
- Ample room and furniture to accommodate patrons

D. Collections

This goal responds to the need for an increase in materials for youth, the homework center, and for Spanish speaking patrons. The new Library will be able to accommodate a larger collection for all age groups displayed in a well-organized, visually appealing manner. Collection materials will include; videos; magazines; books, talking books; professional, educational and recreational software; and multimedia CDs. This goal will include bi-lingual access, as well as, programming



opportunities for author visits, readers' advisory questions, special reading groups, cultural and special topic presentations.

Goal:

- To bring the Library collections in line with the needs as identified by the community.

Objective:

- Increase the Spanish collection by 25% within the first year.
- Increase the library collection by 15% during the first year.
- Establish NMCUSD text book collection in Homework Center during the first year.

Service Indicators:

- Circulation statistics of library materials.
- Circulation of in-house materials used.
- Survey library patrons regarding collection, asking for suggestions and opinions.

E. Reference Services, Community Information and Referral

The new Library will offer opportunities to access current information from a variety of sources to include traditional reference and referral, electronic databases, Internet access, and through public informational meetings and presentations. This goal responds to the need for current information, up-to-date research resources, bilingual access to information, and for more information and assistance about accessing references services, community resources, governmental services, and other items of interest to the residents.

Goal:

- To fulfill the general and public information and assistance needs of residents.

Objective:

- To answer or refer 200 questions per week in the first year of operation.
- To answer or refer 250 questions per week in the second year of operation.
- To sponsor four public awareness events in the first year of operation.
- To sponsor six public awareness events in the second year of operation.

Service Indicators:

- Tracking of reference questions asked/answered/referred.
- Number of public awareness events conducted.



- Number of attendees at public awareness events.
- Patron survey of reference services and public awareness programming.

F. Homework Center

The Castroville Library has a successful and award-winning after-school homework assistance program. The needs assessment expressed the desire of the community to expand the space and programming of the homework center. Parents and those interested in tutoring want more opportunities to fill the needs and greater coordination with the local school district. The new Castroville Library facility will include a greatly expanded area for the homework center with expanded public access computers, expanded collections, ample furniture to accommodate student patrons, and increased coordination with the North Monterey County School District.

Goal:

- To support school-age students improve their grades, test scores, and their study skills.
- To provide a community-based facility for educational programs in coordination with the school district.
- To provide opportunities that engage volunteers and students needing support.

Objectives:

- 500 students per month utilize the homework center the first year.
- 550 students per month utilize the homework center the second year.
- Implementation of the Joint Use Agreement with North Monterey County School District at homework center opening.

Service Indicators:

- Evaluations from homework center coordinator, teachers, parents, volunteers and students.
- Statistics report on number of students using Homework Center.

Types of Services to Be Offered

Community Room

The current room available for community meetings doubles as a storage area and can only accommodate 6 or 7 adults. The room is very cramped and there are no windows to the outside. The room has not been regarded as a viable space for community group meetings or other events for several years.

During the Needs Assessment process, many residents and organizations voiced a need for a community room large enough to adequately seat 60. They felt the



community needed a room that could accommodate large monthly meetings, performances, lectures, forums, and family events.

Implementation: The Community Room will be available through scheduling during all hours the Library is open and by arrangement when the Library is closed. The Building Program and architectural plans place the Community Room outside of the entrance to the Library for access after hours and adjacent to the public restrooms in the foyer.

Library staff and volunteers will arrange some programming in the Community Room, with the majority of the use made available to community groups and organizations.

Programming

Children Youth and Family Services

The Library has been unable to offer a variety of programs for children, youth and their families. The Youth Advisory Committee provides ideas and suggestions to the Library on ways to enhance programming activities that are made available. The new Castroville Library will offer opportunities to expand on programming, for example acquire bilingual materials and develop programs that assist pre-school children and their parents effectively prepare for school and assist parents with their own literacy needs. Story times, and bilingual arts and cultural enrichment programs that include live plays, music, arts and crafts, puppet shows and a variety of other captivating events will be programmed.

Special programs are also offered children, youth and families during the summer and often in partnership with the North County Recreational District or other participating agencies. These too can be expanded with the new Library facility, Child and Family Development Center, Museum Exhibits, and Plaza.

Adults

The Library has been able to offer limited programming for adults centering mostly on educational opportunities, literacy training, and some cultural enrichment events. Space has limited the extent of adult programming that can be planned. Special programs that offer adults greater opportunities such as author visits will be planned.

Implementation Plan:

Staff, Friends of the Castroville Library, volunteers, community service tutors, and with the Youth Advisory Council input, will continue to provide and expand bilingual, age appropriate, interesting programming for adults, children and families at the new Castroville Library. The Needs Assessment pointed to a variety of areas that have been identified by the community as high priorities. These priorities specifically highlighted a variety of needs in the areas of education (literacy, job training, skills development, computer training) arts and cultural enrichment activities, and informational (health and human service related intervention and prevention) programming.



Increased efforts will be made to enhance partnering opportunities with community agencies and organizations to assist in providing excellent programming for all ages in the areas identified in the Needs Assessment process. The Joint Use Agreement with the North Monterey County Unified School District and the extensive partnering opportunities that will be available with the Child and Family Development Center are models the Library will replicate with other agencies. Staff will continue to participate in ongoing local coordinating council meetings to create new and improved services. Given the limited space available, not only in the existing facility but throughout the community, the new Library will offer residents a whole new world of exciting programming possibilities. With the additional space of the new library, the adjoining Child and Family Development Center and Plaza, many of the outstanding programs currently provided will have a place to flourish, and the community will be afforded many new opportunities that have been limited because of the inadequacies of the current facility.

Staff, volunteers, the Friends of the Castroville Library, and tutors will provide an array of programs for all age groups and include opportunities for programs that encourage participation by the “whole” family. Evaluation of the effectiveness of programming will be determined by attendance and participant comments and suggestions.

Hours of Service

The current Library schedule is:

Tuesday	11:00 – 7:00 P.M.
Wednesday	11:00 – 7:00 P.M.
Thursday	11:00 – 7:00 P.M.
Friday	11:00 – 5:00 P.M.
Saturday	11:00 – 5:00 P.M.

Monterey County Free Libraries presently is one of the leading public library service agencies in the State of California regarding the number of public service hours per capita. The open hours per capita exceed those of most public libraries. The specific hours that a branch is open may not always best meet the needs of the residents of that community.

Implementation Plan:

The Castroville branch staff will gather more specific information and focus upon adjustments of days and hours open to more closely meet the needs expressed by the residents (less morning and more evening hours) of the Castroville community within the first year of operation. They will also conduct an evaluation of service effectiveness relative to hours within the first two years of opening.



Open hours at the new Castroville Library will be maintained through an agreement with the Monterey County Free Libraries. All collections and services will be available during open hours.

Volunteers will be scheduled for work during open hours. Most programming will take place during open hours. The Community Room will be available during the hours the Library is open and by arrangement during the hours the Library is closed.

Staffing

The staffing plan for the new Castroville Library includes:

- 1.0 Supervising Librarian
- 1.0 Library Assistant II
- 0.5 Homework Center Coordinator
- 0.5 Library Assistant I
- 0.375 Library Assistant I

Implementation Plan: Staffing for the new Castroville Library will be managed by the Monterey County Free Libraries. Staff and volunteers will be available during all hours the Library is open. Special attention will be given to have adequate number of bi-lingual, bi-cultural staff and volunteers available to patrons. Staff will coordinate with the local colleges, service groups and non-profit agencies to increase the number of volunteers available to assist the Library in providing high quality, responsive services. Another means of expanding staff resources, the new Castroville Library facility will include at three self-check circulation terminals. These terminals will decrease the circulation workload of the staff and allow them to focus upon more individually focused services to the public utilizing the Library.

Literacy

Given the large number of local residents who need assistance with their literacy skills, the new Castroville Library will expand its existing literacy program. The Literacy Program will make available materials and space for tutoring and instructional activities. This program will be part of the joint use agreement with the North County School District, California State University at Monterey Bay Service Learning Program, and University California Santa Cruz tutor assistance programs. Trained tutors will provide one-on-one sessions for learners in a private setting. Workstations to support the program will have specialized software for all age groups available, books and other supportive materials will be provided for use and for circulation.

When the new Child and Family Development Center opens a number of activities to support pre-school children and their families will be incorporated into the literacy programming. The Library anticipates a number of reciprocal activities to include



shared story-time, Youth advisory members tutoring younger children, and family activities to foster increased literacy skills development.

Implementation Plan:

The staff of the Library will continue to oversee the literacy program at the new Castroville Library. They will recruit and train volunteer tutors, coordinate with the Bilingual Committee of the North County School District, and other area schools to maintain a high level of tutor support. Programming will be coordinated with the School District and other partners in the literacy program to expand opportunities for individual learners and to enhance and integrate more family literacy programs into library services.

The Library will coordinate tutor activities and maintain a database of tutors assisting patrons. Tutor/learner sessions will be scheduled by participants in the program. The Library will publicize the availability of literacy programming available on a monthly basis. Books and other support materials for the program will be available during all hours the library is open. Access will be available 24/7 via the Monterey County Free Libraries website where books and support materials can be ordered from other branch libraries in the system. Staff will assist patrons as necessary to order materials located in other branch libraries.

Collections

The Library is in great demand for space for existing collections and for new materials and collections. All shelving is currently overextended and any additional materials added to the collection must occupy available floor space. This circumstance does not allow for easy viewing of collections, and renders circulation in the facility extremely difficult. Space and shelving in the new facility has been planned to allow visually appealing displays of books, magazines, and newspapers, and audio-visual materials. Appropriately designed shelving for various newer collection mediums such as software and video CDs, and DVDs have also been provided. There will be ample room to move around the shelving and take advantage of comfortable seating locations designed next to various collection areas.

The goal of the Library is to expand collections for all age groups in areas of interest, as well as, expand the availability of bi-lingual material. The new Library will allow for a collection that meets the diverse needs and interests of the community.

Reference Collection:

Materials will be focused on patron information needs to include but not be limited to: encyclopedias, almanacs, dictionaries, atlases, thesaurus. Licensed online databases will help library patrons find materials and allow access to the MCFL website that provides a portal to information in all seventeen branches. Internet resources will provide access to information sources from around the globe. Some reference materials in international languages, particularly Spanish will also be provided.



Adult Nonfiction Collection:

Materials will be a broad spectrum of philosophical, political, and ideological points of view. Areas will include current news, how-to materials, self-help, career, science, arts and crafts, history, travel and health. Some materials will be in hard-bound format and some in paperback format. Some materials in international languages, particularly Spanish will also be available.

Adult Fiction Collection:

Materials will include popular current titles, new fiction, popular older titles, and classics of world literature. Genre collections in mystery, science fiction, western, and short stories will be available. Some materials will be in hard-bound format and some in paperback format. Some materials in international languages, particularly Spanish will also be available.

Large Print:

Materials will be included to assist visually impaired persons. Examples include large print books, magnified computer applications and magnified screens. Talking books will also be available.

Local History:

Materials about the history of California, the County and the town of Castroville will be available. The adjoining museum displays will house artifacts, and other historical items for viewing by visitors.

International Language Collection:

Materials will contain primarily Spanish items given the majority population in the service area. Other language materials will be purchased as needed. Materials will include an expanded array of non-fiction titles, fiction titles, reference materials and include English authors as well as noted authors writing in Spanish. Materials will be available for all age groups and will include audiovisual (videos, audio books, CDs) collections.

Magazines:

Popular magazines will be offered to meet the diverse interests and ideologies of patrons of all ages. Magazines will be stored for retrieval and review a minimum of one year and longer as space allows. An index of magazines will be on-line and available from all seventeen branches. Some materials in international languages, particularly Spanish will also be available.



Newspapers:

Newspapers will be available from the local area as well as access to on-line papers will be accessible to patrons.

Audio-Visual Materials:

Materials will include audio books, books on CD, videos, DVDs, music on CD, CD-ROMs, electronic books and materials for the physically impaired. Materials will include popular titles of interest and educational materials for all age groups. Materials will be available in Spanish and other languages as necessary. Materials will be available to assist persons with a wide variety of disability and will include such items as talking books, instructional videos and tapes, and magnified computer screens.

Children's Collection:

Materials will include fiction and non-fiction books, magazines, puppets, audio books, CD-ROMs, videos, and DVDs in topics of interest to patrons. The collections will include picture books, easy readers and board books. Collections will include a focus on the educational needs of pre-school aged children to better prepare them for kindergarten. Materials will be available for Homework Center participants. Some materials in international languages, particularly Spanish will also be available.

Juvenile Collections:

Materials will consist of popular fiction and non-fiction, paperbacks, audio books, CDs, videos, DVDs, and magazines that meet the needs of this age group. Collections will also be available in Spanish as needed. Collections will include a focus on the educational needs for this age group and be available for Homework Center participants. Some materials in international languages, particularly Spanish will also be available.

Young Adult Collections:

Materials will consist of popular fiction and non-fiction, graphic novels, paperbacks, audio books, CDs, videos, DVDs, and magazines that meet the needs of this age group. Collections will also focus on educational needs of this age group, college and career preparation, and be available for Homework Center participants. Some materials in international languages, particularly Spanish will also be available.

Business Collection:

Materials will be available to meet the needs of the business community such as business planning, marketing, management, accounting and so on. Business journals, newspapers, on-line database access, and audio-visual materials will be available.



Implementation Plan:

Staff will work with the Monterey County Free Libraries Collection Development Team to develop the collections and materials for the new Castroville Library. Individuals with particular expertise will be consulted to assist in developing and expanding well-rounded collection materials that meet the needs of the local residents. A variety of methods will be used to determine demand for and appropriateness of collections, such as patron interest and utilization, suggested reading materials from partner agencies, needs of special programming available in the Library, suggestions of industry experts, availability within the seventeen branches, and other means as appropriate.

Collections will be available during all hours the Library is open. The availability of various collection materials throughout the seventeen branches can be access 24/7 via the Monterey County Free Libraries website. Patrons can access materials stored at other branches in the system and staff will be available to assist as necessary. Internet resources will provide access to electronic books, news, and information sources from around the globe.

Homework Center

The Castroville Library presently has a successful and award-winning after-school homework assistance program. The needs assessment expressed the community perception of the value of that program and their desire for its expansion. It also highlighted the need to improve student test scores and increase coordination with the local School District. The new Castroville Library facility will include a greatly expanded area for the homework center with expanded public access computers and expanded materials and collections to support the program. The School District and the Library have entered into a Joint Use Agreement that provides for enhanced coordination and collaboration for the goal of improving the academic experience and success of area students.

Movement of the Castroville library service to the new branch site will provide better access to the service for the students of the Castroville community as both the elementary and middle schools will be within walking distance to the new site.

Pre-school Age Children:

Collections and programs will focus on the educational needs required to better prepare pre-school age children for kindergarten. Some materials in international languages, particularly Spanish will be available. Programs will include family oriented programs that assist parents to better prepare themselves to help their children.

Juvenile Age Youth:

Collections and programs will include a focus on the educational needs for this age group, particularly reading, math, science and language skill building. Programs to assist this age group in understanding what resources are available in the library, accessing information, choosing appropriate books or other materials to read, gain familiarity with computers, and begin to write will also be available. Some materials in international languages, particularly Spanish will also be available.

Young Adult:

Collections and programming will focus on the educational needs of this age group, such as, but not limited to science, geometry, algebra, literature, report writing, and advanced research skills development. Young adults will also have available support materials to enhance test scores for college entrance exams and career preparation activities. Some materials in international languages, particularly Spanish will also be available.

Implementation Plan:

The Homework Center will be open during Library hours for self-help. A homework coordinator will be dedicated to providing support after school and early evenings during the week. A commitment to maintain a level of expertise and to offer continuing education and development for the homework coordinator is a priority for the Library.

The service plan for the Homework Center has been jointly developed with the North Monterey County School District. The Library will supply the center coordinator, center space, furniture, supplies, age appropriate collections, and computers. They will also provide tutors and mentors through Library volunteers, and through a partnership with California State University–Monterey Bay, and University California Santa Cruz. The Youth Advisory Committee will provide valuable input from student patrons on an on-going basis. The School District will provide K-12 textbooks, training, outreach, and volunteer recruitment and referral. They will also provide access to school based computer systems and Internet access to available District programs. The District will offer electronic access to appropriate school curriculum resources and invite Library staff to District sponsored teacher training/development opportunities as appropriate.

The homework coordinator will interact with the School District on a frequent basis to implement the Joint Use Agreement and to ensure on-going coordination of programs and services agreed to by both parties. The coordinator will attend an annual bilingual committee meeting sponsored by the School District to coordinate bi-lingual education and share resources for the benefit of the students. The Library will serve as a site for study groups in the English as a Second Language and Migrant Education programs. The School District and the Library will meet annually to discuss the Joint Use Agreement and make modifications as necessary.

The Library will host and/or make meeting space available to community agencies providing programs on topics identified by the Needs Assessment. Such



programs/topics will include but are not limited to: health education, health screening and referral, parent skill building, computer training, internet usage, arts and cultural enrichment, citizenship classes, English as a Second Language classes, job readiness, and so on.

The Library will host a minimum of four Youth Advisory Committee meetings annually to provide an opportunity for students to participate in the evaluation and design of services. The Library will be the Summer School library for the North Monterey County Unified School District as requested integrating curriculum needs into the service plan.

Special Services

Child and Family Development Center Services

The Needs Assessment process identified that only 32% of the children in North Monterey County communities (the region that comprises Castroville) are adequately prepared for kindergarten, as determined by their interpersonal, cognitive, language, hygiene, and self-help skills and development. If a community is to design programs that ensure the health, well-being and school preparedness of its young children, it must take into consideration the support that parents need to advance their own education and parenting skills. The Library sees their role as a partner with the Child and Family Development Center providing mutual support and the sharing of resources essential to quality programming for families in the Castroville area.

The programs proposed for the Castroville Child and Family Development Center will serve preschoolers, while meeting the parenting and literacy needs of the adults responsible for the children through an array of development and support services that will be available for the families. In a community where the Needs Assessment showed a high rate of births, low-educational attainment particularly in the younger children, and a large percentage of parents that have not graduated from High School. The Library believes this partnership is an exciting venture that can significantly impact the health and well being of local residents.

Implementation Plan:

The Library's close proximity to the proposed Center will provide ease of access and facilitate joint ventures of mutual interest. There will be weekly "field trips" to the library by the youth served at the Center. The Library will reach out to young adults using the Homework/Learning Center to read to the younger children and to open their eyes to the expansive resources available within the Library. The Library's Youth Advisory Committee will offer ideas on how the two ventures could work together and how the Center might address their family interests or concerns. The Library will provide special children's programs.

The Library and Center will jointly offer and advertise to young children and their families, classes on numerous topics focused on family health and wellness and parent and child development. The Library and Center will share classroom or meeting space to enhance programming for the community.



When the Library hosts special events, the Center will seek opportunities that may exist to have on-site childcare available to attendees. There will be co-hosting open house events to introduce and make available all the services located at “The Plaza”.

In addition, the Center will offer access to resource and referral assistance, and to direct services provided on-site such as: completion of Medi-Cal/Healthy Families applications, access to the Reading is Fundamental (RIF) program, Even Start, Early Start, family literacy programs, and others. As their space allows, materials will continue to be offered to the Library so that they can provide written resources directly to their patrons

Community Services or Partnerships

The Castroville Needs Assessment demonstrates that the residents of the community have been impressed by the collaboration that has been exhibited in the process of planning for the new Castroville Library. The residents wish to see this collaboration continue. Monterey County Free Libraries’ objective of developing and maintaining healthy partnerships is for the purpose of promoting effective library services that fit well into these community expectations. The Castroville Library has a long history of working with many partners in the provision of library services. This has been particularly important because sharing resources is essential in a rapidly growing rural community with significant needs.

Developing plans for a new library has been an excellent opportunity to strengthen existing relationships and make new partnerships. The process has linked Monterey County Free Library and its Castroville Library with the North Monterey County Unified School District, Monterey County Office of Education, Monterey County Redevelopment Agency, Castroville Chamber of Commerce, Castroville Rotary Club, Community Housing Improvement System and Planning Association (CHISPA), and numerous other not-for-profit and community organizations. The Castroville Library will continue to work with these organizations to support and maintain effective partnerships essential to meeting the mission, goals and objectives of the MCFL.

Implementation Plan

The Castroville Library will be a participating member of the Central Coast Collaborative, comprised of representatives from the Library, District, other educational institutions, a variety of community agencies, County agencies, parents, businesses and civic leaders. The Central Coast Collaborative meets monthly to coordinate services, share information, and partner on enhanced services for local residents. The Library will provide space for the meetings and provide public notices to the community of when meetings are scheduled. The Library will meet annually, and as needed, with the Bilingual Advisory Committee of the North Monterey County School District to coordinate the bilingual educational needs of students and families in the service area.

The following is an example of a current community partnership that illustrates the vital links the Library makes for local groups.



The North County Recreational District is an important partner with the Library. They currently offer a 5-day-a-week supervised after-school program. In addition, the Recreational District conducts a 6-7 week Summer Camp each year. During Summer Camp, youth participants attend bilingual arts and cultural enrichment programs that include live plays, music, arts and crafts, puppet shows and a variety of other weekly events. In addition to recreational activities, youth are taken on field trips to the Library, they get library cards if they do not have them and they assist the young people with checking out books and utilizing the computers on-site.

The following is an example of a partnership that will be cultivated when a new larger facility is available.

The Senior Congregate Nutrition Program operating in Castroville can be an important source of volunteer support. The Foster Grandparents Program that operates in conjunction with the Senior Nutrition Program provides support to a variety of Early and Head Start Program countywide. This support could be integrated into the Library Plan of Service when space allows additional programming activities to occur.

How Plan of Service Meets Residents' Needs

As detailed above (and below in the Jurisdiction-wide and Technology sections) this Plan of Service for the Castroville Library has been developed to specifically address the needs which were identified in our Castroville Needs Assessment process. Our Needs Assessment showed community members felt strongly about having homework support available for students, a stronger connection to local schools, more Spanish language and collection materials, and greater computer access and computer training. Residents also expressed interest in youth and adult literacy programs, space for community meetings, and wanting to know more about community resources. Additionally, the Assessment identified a need for collaborative programs to target local issues such as a high teen pregnancy rate, a high rate of K-12 students designated as limited English proficient, a large number of unprepared students entering kindergarten, low literacy, youth crime, and limited job skills for parents.

The Service Plan provides for:

- A larger, expanded homework center with increased access to a greater number of computers and up-to-date computer technology.
- A stronger relationship with the School District through a Joint Use Agreement.
- Collections to be increased and topics expanded to meet the needs and interests of readers for all age groups.
- An increase in Spanish language collections materials available for all age groups.
- An increase in literacy training opportunities and literacy training collections.
- A large community room available for programs that target local issues of concern to residents, and training classes for language and computer literacy.



- Additional materials and opportunities for residents to learn about community resources and how best to access services.
- Collections and materials will be visual appealing, appropriately stored, and comfortable seating will be available for patron use.
- The facility will be easy to access for patrons with a disability and have quiet areas for independent study, tutoring, and/or quiet reading.
- Increased opportunities to bring services and programs to the Library through community partnerships.

Jurisdiction-wide Services

The Castroville Library is one of seventeen branch libraries within Monterey County Free Library (MCFL) system. MCFL also operates two bookmobiles, a FFL/Prop. 10 outreach vehicle, several deposit collections and a books by mail service. Total MCFL staffing is about sixty career staff supplemented by an additional seventy to eighty hourly staff. MCFL has no main library, but operates its system administrative services from Administrative Offices currently located at 26 Central Avenue in Salinas. The Castroville Library fits within the organization of MCFL as an important part of the jurisdiction-wide staff, collection, facilities and services of the system.

As a branch of MCFL, Castroville Library benefits from a system-wide collection and certain centralized services. MCFL provides centralized automation services including, catalog, circulation, intranet and Internet service. MCFL provides centralized material processing services to the branch libraries. This relieves each library facility from having to provide an area to process library materials. A countywide delivery system moves books and other library material among the community libraries as needed, providing library users relatively quick access to all the collections in the county. Particular collections, such as the video collection, rotate on a systematic schedule among the various library branches. MCFL provides interlibrary loan, youth services and second level reference services to the branch libraries along with support for training in reference and other professional and managerial/supervisory skills. MCFL provides staff and expertise to branch libraries for community activities and programs that each library alone may not be able to support. MCFL also provides extended reference, ILL and delivery services through membership in its local CLSA system, Monterey Bay Area Cooperative Library System (MOBAC).

Monterey County Free Libraries Strategic Plan: 2001 – 2005 was developed by a team of community and staff representatives following a series of community information gathering activities which included community meetings, focus groups and key informant interviews. The team identified four service responses to meet the needs identified through the information gathering process: Current Topics and Titles, Formal Learning Support, General Information and Lifelong Learning.



These four service responses are addressed in the Strategic Plan through five goals with numerous, single or multi-year objectives. The Plan identifies system-wide improvement goals in the areas of Facilities & Operations, Collections & Collection Management, Library Services & Library Programs, Staffing, and Community Relations for all seventeen branches within the jurisdiction.

The Plan of Service for the proposed new Castroville Library brings service levels inline with those proposed in the Monterey County Free Libraries Strategic Plan. The new Castroville Library will meet the needs identified by residents and provide the community of Castroville a place of pride and focus.

If the library is not built, the residents of Castroville will continue to be poorly served through an inadequate facility without the space or resources necessary to minimally meet the identified needs. There is no doubt that Castroville needs a new library. The community will benefit for many years to come from a building that communicates importance and value to its patrons.

Technology

As a direct response to the Castroville community needs assessment, one of the primary components of the Plan of Service is the expansion of technology in the new Castroville Library.

How Plan of Service Integrates Appropriate Technology

Collections

Castroville residents have requested an increase in the collections, particularly in materials for youth, Spanish language, and bilingual collections. Technology will be required to fully respond to this need.

In addition to the planned 35% increase in the Castroville Library's books and media collection, both OPAC and public access computers will provide residents with access not only to Castroville's collection, but also the entire MCFL system's collection as well as the nearby Monterey Bay Area Cooperative Library System's (MOBAC) collection. Internet resources will provide access to electronic books, news, and information sources from around the globe.

Circulation management systems including RFID chips will ensure the most current information on materials availability throughout the MCFL system. Through the MCFL website, books and media can be located and placed on hold, with requests for transfer placed from PCs within the library and offsite.

The MOBAC website is currently offered in both English and Spanish. MCFL plans to expand its website to provide bilingual access in the near future. The MCFL and MOBAC websites, and all of their resources will be available through the Internet from the library, homes, schools and businesses.



Computers and Technology

Computer literacy has become essential to success in school and work. The community recognized the need for more computers with access to word processing, spreadsheet and database applications, and the Internet. They also requested the library expand technology training programs to support users in computer literacy.

The number of OPAC workstations will double from 2 to 4. OPAC systems will be located in the main public area of the library providing the complete catalog of Castroville's collection, as well as that of the MCFL and the nearby MOBAC collections.

The new facility will include a more than 500% increase in public access computers, from the existing 6 to 30. Computers will be configured with high-speed laser printers through a Print Manager located at the Circulation Desk.

In response to community requests for technology training, Library Staff will provide general assistance while Technology Tutors from the Service Learning Program at the California State University at Monterey (CSUMB) and the University of California at Santa Cruz (UCSC) will be offered space to provide one-on-one or family training in computer literacy. NMCUSD will host computer literacy activities for students and their families in the library. In addition, NMCUSD has identified students capable of providing computer support to their peers. The library will provide and maintain the computers, network and software to support these services.

Homework Center

The community identified the expansion of the Homework Center as the highest priority for the new library. The new library will respond by dedicating a space to the program furnished with worktables, a room to accommodate small group work or tutoring sessions, and with a dramatic increase in the number of computers available for students.

The Homework Center will be provided with 24 public access computers located in mobile technology carrels. A Study/Tutor Room will be adjacent which will accommodate small group activities and one-on-one tutoring. A number of the Homework Center computers can be moved into the Study/Tutor or Conference Rooms when necessary to provide for special programs or services. The Homework Center and Study/Tutor Room will be configured with infrastructure to support computers and audio/visual equipment that will be stored in the Community Room. Students and their parents will have network access to both the MCFL WAN and NMCUSD library catalog, additional learning and research resources, curriculum and homework support.

The library will provide and maintain the computers, audio-visual equipment, network to support these services.



Literacy

The request for increased support in literacy programs for families will be supported by a variety of technologies throughout the library.

Programs will have new audio-visual equipment available for literacy programs. The Homework Center, Study/Tutor Room, Conference and Computer Rooms and Children's Area will be wired with all voice, data and cable requirements for this equipment including cable television, videos, and computer-generated and on-line programs. Public access computers may be used for independent study as well as group programs through the Library, NMCUSD, CSUMB, UCSC and other partners in literacy.

Children's Area

The Castroville Library currently offers a variety of children's programs which have proven to be extremely popular through consistently high participation rates. As a result the community has identified the need to expand the children's area and programs and services the library offers.

In response, the new Library will increase the square footage of the children's area and provide audio-visual equipment for both recreational and educational programs. One public access computer will be permanently located in the juvenile collection area which will complement the children and juvenile collections with additional electronic resources for both youth and their parents. When needed additional public access computers can be provided from the mobile technology carrels located in the Homework Center. All equipment and power and cable requirements will be provided and maintained by the library.

Young Adult Area

Young Adults will be supported with public access computers located in the Homework Center and in their collection and seating area. The computers will be available for schoolwork and personal information and entertainment purposes. Audio-visual equipment will also be available with access to the complete MCFL A-V materials catalog.

Community Room

The Community identified the need for a large room suitable for family-oriented programs, community group meetings, and educational opportunities. In response the Community and Conference Rooms planned for the new library will be equipped with wired and wireless networking access for computers and audio-visual equipment, including display projectors and monitors for computer-generated presentations and televisions for video and cable television programs. The Community Room will have voice, data and electrical outlets to support the use of mobile technology carrels from the Homework Center for group programs requiring computers.



Special Services

General and Community Info and Referral Services

The community has requested that community and health resources be made available through the Library. In addition to more traditional print materials, public access computers will provide another valuable resource in this regard. The dramatic increase in the number of technology workstations will result in an equally dramatic increase in the number of residents who have access to those electronic resources, including instant access to the most current electronic news and information resources.

In addition to the general community and health resources available through the Internet, MFCL provides web links to community resources through the *Monterey Network of Care*, an online resource of Monterey County community services. Computers will be provided with bilingual operating systems and applications, including Internet access to the entire community. The Library will provide and maintain the computers, network and software to support these services.

Child & Family Development

The Library's computers and audio-visual presentation equipment will support the adjacent Child and Family Development Center with access to computers and programs through video, online and CATV sources. The Library will maintain their catalog of resources providing up-to-date listings of available programs. The Library will provide and maintain the computers, network, and audio-visual equipment to support the programs and services offered by the Child and Family Development Center or the Library.

Community Services or Partnerships

Providing information on community services available in Monterey County will be supported through the MCFL website. Public access computers will provide a valuable link to partners, sharing news, information, and valuable resources through email, online links and video materials. Community relationships and partnerships will be supported through teleconferencing and videoconferencing capability available for meetings, conferences and other programs hosted in the library. Other technology resources that will be available to the community include, fax machines, copiers and color laser printers, with additional resources made available as the need is identified and sources determined.

Meeting the Needs of K-12 Students

Expanding the Homework Center was identified as the highest priority in the community needs assessment. While additional public computers will be available throughout the library, the Homework Center will serve as the library's computer



center. During Homework Center hours students will have first priority to the computers in this area, although available computers will be accessible to the general public.

The Homework Center will be equipped with approximately 24 computers that will include word processing, spreadsheet, database and presentation software for use in preparation of reports and school assignments. In addition a wide variety of educational software will be available.

These computers will have access to both the MCFL and NMCUSD websites, as well as the Internet. The branch computer interface to the MCFL website provides access to the entire MCFL catalog and the MOBAC libraries catalog. MCFL provides a variety of research and homework assistance links for elementary and high school students. Through its website, MCFL also provides access to a number of subscription reference and database services to all of its patrons, particularly students. These databases include eleven Gale research databases and *LearnAtest* which provides practice tests for both educational (SAT, PSAT etc.) and employment (Postal worker, firefighter, etc.) purposes.

NMCUSD websites will provide students with access to the school library's catalog, additional electronic learning resources and curriculum and homework support. Students will have the same access to MCFL resources from schools as they do from the library. The school district will coordinate with the library to provide both printed and electronic curriculum resources to support Homework Center services including software programs such as *STAR Reading*, *STAR Math*, *Riverdeep*, *Academy of Reading* and *Pass Key*. In addition parents will have access to basic school information through the NMCUSD websites.

The Study/Tutor Room located adjacent to the Homework Center will be wired with the necessary power, voice and data outlets to support audio-visual equipment that students can use to view videotapes, television, online programs, and other education resources available for homework assistance.

During Homework Center hours a homework coordinator will be available to provide tutoring and assistance to enable students to fully utilize all library resources. Partnerships with CSUMB and UCSC assist with volunteers for technology training and literacy tutors who are available to aid students.

How Information Technologies Are Implemented

In order to provide the community with the full range of services required to meet residents' needs the Technology Plan for the new Castroville Library focuses on three components. In order to effectively serve the public, the staff must have the capability to efficiently manage the branch and its service delivery. The public must be provided with the services, technology and training to satisfy their needs. Finally, the design must provide flexibility to maximize use of space, accommodate changing public needs, and support the inevitable evolution of technologies.



The new library will include space and equipment dedicated to the needs of the staff that will increase efficiency, security, and service opportunities.

Staff efficiency and security will be addressed with circulation management systems that include smart, radio frequency identification (RFID) chips in each collection item. These RFID chips are read by automatic checking sensors located in the materials return bins, through ergonomically designed staff checkout sensors at the circulation desk and in the staff work room, as well as at self-check-out terminals. Self-check-out terminals will increase the efficiency of the staff by curtailing their involvement in the materials loan process. Electronic security gates located at the library entrance and appropriate exits will provide additional materials security.

Staff workstations will be located in the staff workroom and the circulation and reference desks. The Branch Manager's office and each staff workstation will be equipped with a computer. All staff computers will be networked through the library LAN to the MCFL WAN and through it to the Internet. Staff computers will also have access to the NMCUSD WAN and its catalog, software programs, and Internet reference sites to provide assistance and additional resources for K-12 students. Staff computers will be provided with all software available to library patrons as well as software and WAN and Internet resources dedicated to Librarians through MCFL. In addition, staff will have networked access to staff-dedicated high-speed color laser printers.

The staff will be provided with training and development opportunities through both MCFL and NMCUSD to promote maximum utilization of the technology resources available.

All staff areas will include telephones, a majority of which will be cordless to provide for mobility as they service patrons and callers. Staff areas will also be provided with an intercom system for general and emergency announcements throughout the library, staff-dedicated copiers and a FAX.

The community needs, as identified in the needs assessment will be provided through a variety of technology components located throughout the public areas of the library.

The design of the new library has taken into consideration the limited staff available to the Castroville branch and attempted to maximize its space and technology resources. Expanding the Homework Center and increasing the number of public access computers were identified as the highest priorities in the community needs assessment. As a result, the Homework Center has been designated as the primary location for public access computers. While additional public computers will be available throughout the library, the Homework Center will serve as the library's computer center, providing technology and literacy resources to students and the entire community. During Homework Center hours students will have first priority to the computers in this area, however available computers will be accessible to the general public.

The Homework Center will be equipped with approximately 24 computers. Public access computers will also be located in the Juvenile Collection, Young Adult Services, Fiction Collection, and Reference Services areas. Four OPAC stations



along with 2 public access computers will be located in the main library area for convenient access to the MCFL catalog and other computer resources.

All public access computers will include the most current systems software and a variety of applications, including word processing, database, spreadsheet and presentation software. In addition, a wide variety of educational, research and gaming software will be available. Virus protection software will be installed and maintained by the MCFL IT department.

Recognizing that a majority of Castroville's service population is Latino, MCFL plans to add a Spanish language version to their website. Computer operating systems will have Spanish language support. Additional language offerings may be added upon request. Library technology and training programs will be offered in bilingual formats to serve the entire community.

In response to the community request for technology training and literacy programs, a majority of the technology carrels located in the Homework Center will be mobile. Mobile carrels may be relocated into the Community Room, Study/Tutor Room and/or Conference Room for small group work, technology training programs, and the variety of computer-assisted family literacy, health and community programs, which will be provided through the Library Plan of Service. Mobile technology carrels will provide the necessary flexibility required to support computers that address the wide variety of community needs, while maximizing the use of available space.

The Homework Center and Study/Tutor Room, Community Room, Conference Room and Children's Area will be equipped with necessary power, voice and data to support a full range of multi-media services, including computers, with access to the Internet. Audio-video equipment will be supported including CATV access and uplink capability for library-generated broadcasts, which may be added in the future. Portable audio-visual presentation equipment will be stored in the Community Room so that patrons may view audiotapes, videotapes, CATV and other educational resources either independently or through group programs. Video and teleconferencing capability will be specifically included in the Community and Conference Rooms. The Audio-visual Area will be wired to accommodate an audio-visual station, which may be added in the future.

All library computers and circulation management systems will be configured into a LAN with a connection to the MCFL WAN and through it to the Internet. Branch data communications capability will be at least full T-1 speed and use the most up-to-date data cabling distribution method reasonably available at the time of construction. The library plans to install both wired and wireless networking access to provide added convenience to patrons who bring in laptops and to provide flexibility for future technology uses. Dedicated electrical circuits for computers and peripherals, and other equipment as required, will be provided.

NMCUSD students and their parents will be provided access to NMCUSD websites and, through the use of a user ID and passwords, to their resources.



MCFL will provide all public access computers with Pac for Windows software with epixtech, which controls total time of Internet use and authenticates the user through the required entry of a library card number and pin. Self-check-out stations will be located near the Circulation desk for the convenience of patrons. Printing will be networked through a centralized print manager to high-speed color laser printers. A copier and fax will be available to the public.

MCFL has worked very closely and very carefully with our consultants, and our knowledgeable staff to integrate aspects of library technology with our Plan of Service and Building Program, which were appropriate, effective and manageable within our given resources.

The technologies described above have either been directly tested by MCFL, the NMCUSD IT department, or have been researched by our staff. MCFL, and NMCUSD IT staff will work with our consultants and the staff of IT to install and test the equipment and software prior to the initiation of service to the public from the new branch facility. These staff will also maintain the technologies to provide effective, dependable service to the users of the Castroville Library and to the staff who serve them.

MCFL manages its technology services through its Managing Librarian for Support Services. Support Services, among other responsibilities, provides direct management of the MCFL automated library system, Internet services, and public access computer services. In delivering these services, MCFL's Support Services unit works with and through the Information Technology Department (ITD) of the County of Monterey. This department of over one hundred fifty staff persons provides support for information technology and telecommunications service to departments of the County of Monterey, including to MCFL and the Castroville Library.

Executive Summary

Library services are currently being offered in a leased facility consisting of only 3,797 square feet. The library has been reconfigured many times, however, there is simply no more space available. The technology resources currently available are woefully inadequate to meet the needs of the community and the library staff. Unless additional space and resources are provided the Castroville library can only fail to fulfill its role as the education, information and technology center for the community.

There are only 2 public access catalog stations (OPACs) and 6 public computers providing basic software applications including Internet access and there is simply no space to add the additional public or staff computers necessary. Already furniture must be moved to enable a wheelchair user to move around the public areas. The main seating area serves patrons of all ages and must also accommodate the Homework Center and help for students after school. On average the Homework Center serves 35-40 students per day with only 20 chairs available. During Homework Center hours it is not uncommon to have 50 patrons vying for space and computers resulting in long waits severely restricting patron use.



There is only one small meeting room which seats six to eight adults. This room is the only space available for meetings, and training and tutoring services. The staff area has been converted from a storage closet. The branch manager and library assistant must share one small desk with no room for a computer. One staff computer is located at the Circulation/Reference Desk. While there is certainly a need to expand library programs and services to the Castroville community in its current facility, the library simply cannot.

Expansion of the Homework Center serving K-12 students is identified as the highest priority need by community members. The community values the high quality of the current Homework Center and wishes to see it expanded. Since many of the students do not have access to computers at home the library serves as their primary technology resource center. The resources available through the new computers in the Homework Center will provide invaluable academic, health and social support for K-12 students and their families.

The community wants more computers available with basic applications programs (word processing, spreadsheet, and data base) and Internet access. Residents also recognize the need for training and tutoring programs to make technology and its resources more available to all of its members. Only with additional computers and the new spaces designed to support them will the library be capable of responding to these requests. Mobile technology carrels will allow computers stationed in the Homework Center to be moved to an appropriately sized room for the training or other program being offered. This flexibility will provide for maximum utilization of the various spaces including the Homework Center, Study/Tutor, Conference and Community Rooms to serve the needs of the entire community.

The needs assessment illustrates that a majority of the Castroville community are of low-income and below-average education levels. As a result, many community members lack the means to take full advantage of the resources available to them. The library will provide many of its members their only real access to computers. The computers and other technology resources planned for the new building will support the Castroville Library to provide programs and services to connect its patrons to the public services and community resources that will improve their lives.

The Technology Plan for the new Castroville Library has been designed to accommodate the staff, its patrons and to promote efficient use of the facility. The staff will be provided with the computers and circulation management equipment to efficiently manage the branch and its service delivery. The public will have access to an almost 500% increase in computers with the systems, software and networking capability to support their needs. Finally, the design will provide for the flexibility to maximize use of space and accommodate community needs, as well as support anticipated upgrades to technologies. This focused technology component will be provided through the integration of computer and peripheral equipment, high-speed data connections, multimedia services, circulation management software and equipment, security systems, telephone equipment, and appropriate facility design and management.



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