

COUNTY OF LOS ANGELES

**ACTON/AGUA DULCE
LIBRARY PROJECT**

LIBRARY PLAN OF SERVICE

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I. Executive Summary

Acton and Agua Dulce are two neighboring communities located in unincorporated areas of northern Los Angeles County. Acton is south of the Antelope Valley Freeway near Soledad Pass, between the San Gabriel and Sierra Pelona Mountains. Agua Dulce is north of the Antelope Valley Freeway, bordering the Santa Clarita Valley community of Canyon Country. Both Acton and Agua Dulce are rural communities whose residents strongly value the small-town atmosphere. The communities do not have a public library. They currently receive library service from a County of Los Angeles Public Library bookmobile, which visits Acton and Agua Dulce an average of 65 hours per month.

The Needs Assessment documented the community residents' passionate desire for a local library. The community surveys and focus groups highlighted these aspects of the community that must be addressed by the Acton/Agua Dulce Library:

- The area is geographically isolated, with no nearby library or cultural center.
- Local schools have small libraries, with no professional staff. The school libraries are not available to students after school hours.
- Vasquez High School has no school library.
- Residents are hungry for current recreational and informative reading materials.
- Most needs assessment respondents stated a desire for community meeting space and for programs on cultural and educational topics.
- High speed computer access is not available to all residents, making Internet resources difficult to access.

To respond to the library service needs identified in the Community Needs Assessment, the County of Los Angeles Public Library has identified the following seven goals for the Acton/Agua Dulce Library:

1. Acton and Agua Dulce residents will have access to a library that is conveniently located for residents of both communities and that offers a welcoming environment which enhances their sense of community.
2. Preschool children in Acton and Agua Dulce will develop a lifelong love of books and learning, and they will enter school ready to learn to read.
3. Children in Acton and Agua Dulce will have materials, programs, and services that stimulate their imaginations and provide a wide variety of leisure activities and experiences.
4. Young adults in Acton and Agua Dulce will have a variety of programs, services, and materials that focus on their current interests and provide satisfying leisure activities and experiences.

5. Adults in Acton and Agua Dulce will have the high-demand, high-interest materials they want in appropriate languages and formats.
6. Students (grades K-12) in Acton and Agua Dulce will have access to the information and services they need to support, supplement, and enrich their formal education.
7. All residents of Acton and Agua Dulce will have access to a wide variety of services, programs, and materials that support lifelong learning.

For each of these goals, a set of measurable objectives and activities has been developed. The goals will be reviewed annually and modified, if necessary, to respond to community needs. Progress towards achieving the objectives will be reviewed on a semi-annual basis, and either the objective itself or the activities, which support it, will be modified as necessary to respond to evolving community needs.

The County of Los Angeles and the Acton-Agua Dulce Unified School District have entered into a very strong joint use cooperative agreement to establish a Community Learning Center that will concentrate on meeting the needs of students in grades K-12. Information services, homework assistance and computer training will be provided. In addition to having access to a non-circulating collection of core textbooks, students will also have access to the other print materials and electronic resources in the library.

A Staffing Plan (Section V), a Technology Plan (Section VIII), and an Implementation Plan (Section IX) have also been developed. Once the staff is hired for the new library, they will receive the training required to enable them to provide quality customer service. They will also receive instruction on how to report their progress on assigned projects and activities.

The Acton/Agua Dulce Library staff will draw on the full resources of the County of Los Angeles Public Library as they offer service to the residents of Acton and Agua Dulce. This includes access to the more than 9,000,000 items in the County Library's circulating collection, the reference resources and staff of the entire system, the electronic resources collection of over thirty databases, and participation in county-wide programs for children and adults.

This Plan of Service covers the three-year period FY2007/08 – FY2009/10. It assumes that the library will open in August 2007, and that the first full year of service in the new library will be FY 2008/09.

II. Mission Statements

Strategic Directions

In 1999, the County of Los Angeles undertook a major initiative to adopt a County of Los Angeles Strategic Plan that would set strategic goals and directions for all County services. The initial County Strategic Plan was unanimously approved by the Board of Supervisors in November 1999. During 2002, the Plan was reviewed to determine progress and to assess the need for changes based on achievements and current organizational needs. In December 2002, the Board approved the first revision to the County Strategic Plan. Each County department's strategic plan is consistent with the vision, goals, and objectives in the Countywide Strategic Plan.

The **County Vision** states in part:

Our purpose is to improve the quality of life in Los Angeles County by providing responsive, efficient and high quality public services that promote the self-sufficiency, well-being and prosperity of individuals, families, business, and communities.

The **ORGANIZATIONAL GOALS** are:

Service Excellence: Provide the public with easy access to quality information and services that are both beneficial and responsive.

Workforce Excellence: Enhance the quality and productivity of the County workforce.

Organizational Effectiveness: Ensure that service delivery systems are efficient, effective, and goal-oriented.

Fiscal Responsibility: Strengthen the County's fiscal capacity.

The **PROGRAMMATIC GOALS** are:

Children and Families' Well-Being: Improve the well-being of children and families in Los Angeles County as measured by the achievements in the five outcome areas adopted by the Board: good health; economic well-being; safety and survival; social and emotional well-being; and educational/workforce readiness.

Community Services: Improve the quality of life for the residents of Los Angeles County's unincorporated communities by offering a wide range of department coordinated services responsive to each community's specific needs.

Health and Mental Health: Implement a client-centered, information-based health and mental health services delivery system that provides cost-effective and quality services across County departments.

Public Safety: Increase the safety and security of all residents in Los Angeles County through well-coordinated, comprehensive response and recovery plans for terrorist incidents.

The County of Los Angeles Public Library completed an update of its strategic plan in 2003, identifying major strategic initiatives in the areas of enhanced customer service; upgraded facilities; expanded funding for technology and facilities improvements; and organizational renewal through community outreach and extensive staff training. The County Library anchors its annual departmental goals, budget, and service plans in the eight goals of the County Strategic Plan and their supporting strategies.

This Plan of Service for the Acton/Agua Dulce Library is strongly rooted in the County's Service Excellence, Workforce Excellence, Organizational Effectiveness, Children and Families' Well-Being and Community Services strategic directions. Specifically, it is consistent with the goal of Service Excellence since the proposed new facility will provide improved library service to the residents of the unincorporated communities of Acton and Agua Dulce. It also advances the goal of Children and Families' Well-Being as the library will provide educational facilities and programs for enhancing educational/workforce readiness.

Mission Statements

Mission Statement of the County of Los Angeles

To enrich lives through effective and caring service.

Mission Statement of the County of Los Angeles Public Library

The County of Los Angeles Public Library is a network of community-focused libraries that meet the informational, educational, and recreational needs of a highly diverse public. We are committed to supporting lifelong learning and knowledge through self-education. Our helpful and expert staff provides information and quality service and programs in a welcoming environment. We offer a broad and relevant collection, and our expanding information networks use current technology. The Library is in the business of satisfying the customer's need to know

This mission statement guides the services provided by each of the libraries, which are part of the County of Los Angeles Public Library. Each community library is expected to develop collections and services that reflect the intent of this mission statement and that respond to local community needs.

This Plan of Service describes how this mission statement will become a reality for the residents of Acton and Agua Dulce.

Mission Statement of the Acton-Agua Dulce Unified School District

The Acton-Agua Dulce Unified School District is dedicated to providing a safe and nurturing learning environment through which all students are challenged to achieve their individual maximum growth academically, socially, physically, and intellectually, in order to become productive citizens in our American democracy

III. Goals and Objectives

The Acton/Agua Dulce Library will respond to the needs identified in the Community Needs Assessment by providing collections and services associated with four of the service responses selected from those described in *The New Planning for Results: A Streamlined Approach* by Sandra Nelson (American Library Association, 2001). Those four service responses, in alphabetical order, are:

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

Current Topics and Titles - A library that provides Current Topics and Titles helps fulfill community residents' appetite for information about popular culture and social trends and their desire for satisfying recreational experiences.

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

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

For each of the selected service responses, the County Library has identified goals and measurable objectives for the period FY07/08 – FY09/10. It is anticipated that the library will open in August 2007, and the first full year of service will be FY08/09. Progress towards achieving the goals and objectives will be reviewed semi-annually, and either the objective itself, or the activities which support it, will be modified as necessary to respond to evolving community needs.

Listed below, arranged by service response, are the goals, objectives and examples of the activities, which will be performed by library staff.

A. *Service Response: Commons*

The Acton/Agua Dulce Library will provide a Commons environment that helps address the need of people to meet and interact with others in their community and to participate in public discourse about community issues.

Goal 1: Acton and Agua Dulce residents will have access to a library that has a welcoming environment and enhances their sense of community.

Objective 1.1: During FY08/09, 60,000 community residents will visit the library and that number will increase by 10% annually.

Examples of activities:

- Work with appropriate County and local officials to install directional signs leading people to the library.
- Provide signage in the lobby area that helps visitors navigate easily through the library.
- Publicize library services and programs on the County Library's Web site.
- Publicize library services and programs in community publications.
- Provide a link from Acton's Web page and Agua Dulce's Web page to the Library's Web site to promote library activities.

Objective 1.2: During FY08/09, 2,000 community residents will attend events (meetings, programs, performances, tours, etc.) at the library and that number will increase by 10% annually.

Examples of activities:

- Publicize the availability of the meeting room to community organizations, local clubs, and others.
- Provide an attractive public notice space in the library.
- Provide up-to-date community information in the public notice space.
- Partner with community organizations and local clubs to present cultural and educational programs of current interest.
- Install cable access in the meeting room for public viewing of major national events and other events of local interest.
- Install videoconferencing equipment for meetings and distance learning.
- Initiate discussions with Antelope Valley Community College in Lancaster and College of the Canyons in Santa Clarita concerning the provision of distance learning classes at the Acton/Agua Dulce Library.

Objective 1.3: Each year, at least 750 residents of Acton and Agua Dulce will receive a new library card or renew an existing library card.

Examples of activities:

- Participate in community fairs and other community outreach activities and promote library card registration.
- Conduct school visits to introduce children and young adults to services offered at the library and to encourage them to register for a library card.

- Partner with the School District to ensure that each second grade student obtains a library card.
- Develop and distribute publications that encourage parents to obtain a library card for each of their children.
- Conduct a library card registration drive with selected community organizations.
- Conduct a library card registration drive for members of the Acton and Agua Dulce Town Councils and local chambers of commerce.

B. Service Response: Current Topics and Titles

The Acton/Agua Dulce Library will provide materials and services that help fulfill the community residents' need for information about popular culture and social trends and their desire for satisfying recreational experiences.

Goal 2: Preschool children in Acton and Agua Dulce will develop a lifelong love of books and learning, and they will enter school ready to learn to read.

Objective 2.1: Annually, the circulation of materials for preschool children (picture books, board books, etc.) will be 10,000.

Examples of activities:

- Develop and maintain a collection of attractive picture books and board books of interest to preschool children.
- Develop and maintain a collection of book/cassette kits and other media of interest to preschool children.
- Create displays which highlight picture books and other materials of interest to preschool children.
- Provide booklists on themes that will help parents and caregivers develop the language and concept skills of preschool children.

Objective 2.2: Annually, at least 800 preschool children will attend programs sponsored or co-sponsored by the library.

Examples of activities:

- Provide preschool and toddler story times on a regularly scheduled basis.
- Develop and distribute publications which alert parents and caregivers of preschool children to the upcoming programs at the library.
- Encourage local day care providers to bring the children to the library for a tour and story time.

Goal 3: Children in Acton and Agua Dulce will have materials, programs, and services that stimulate their imaginations and provide a wide variety of leisure activities and experiences.

Objective 3.1: Annually, the circulation of children's fiction will be 2,500.

Examples of activities:

- Develop and maintain a collection of high-demand new children's fiction in sufficient quantity to respond to local interests, including a small Spanish language section.
- Develop and maintain a fiction collection that contains the classics and older fiction titles of most interest to children who live in the community.
- Create displays to highlight titles in the fiction collection.
- Provide reader's advisory service to assist children or their parents in identifying titles and authors they might enjoy.
- Provide printed booklists that recommend fiction titles, by age level, on various topics.
- Offer access to electronic reader's advisory tools.
- Encourage library customers to reserve items by using the online catalog, including items that are on order but not yet received.
- Encourage library customers to request items from other libraries in the County Library system if the items they desire are not available at the Acton/Agua Dulce Library.

Objective 3.2: Annually, the circulation of juvenile media will be 18,000.

Examples of activities:

- Develop and maintain a DVD collection for children that contains titles of most interest to local children.
- Develop and maintain a collection of audio books on CD and audiobooks on tape for children that contains titles of most interest to local children.
- Develop and maintain a CD collection for children that contains titles of most interest to local children.
- Reshelve all juvenile media within 24 hours of being returned to the library.
- Create displays to highlight titles in the audiovisual collection.
- Provide advisory services to assist children or their parents in identifying movies, music, audiobooks, and other audiovisual materials they might enjoy.
- Offer access to electronic reader's advisory tools.
- Encourage library customers to reserve items by using the online catalog, including items that are on order but not yet received.
- Encourage children, parents, and caregivers to request items from other libraries in the County Library system if the items they desire are not available at the Acton/Agua Dulce Library.

Objective 3.3: Each year, at least 2,500 children (ages 5-11) will attend programs sponsored or co-sponsored by the library.

Examples of activities:

- Offer regularly scheduled programs on a wide variety of topics, such as Summer Reading incentive programs, and National Library Week and Children's Book Week celebrations.
- Collaborate with the School District on joint cultural and educational programs aimed at children.
- Develop and present joint programs with 4H Clubs, Boy Scouts and Girl Scouts and other youth groups and clubs.
- Develop and distribute publications which alert parents and children to upcoming programs at the library.
- Promote programs on the Library's Web site.
- Visit each school at least twice a year to promote library services and programs.

Goal 4: Young adults in Acton and Agua Dulce will have a variety of programs, services, and materials that focus on their current interests and provide satisfying leisure activities and experiences.

Objective 4.1: Annually, the circulation of print and audiovisual materials in the young adult collection will be 700.

Examples of activities:

- Develop and maintain a collection of print materials that appeals to local young adults.
- Develop and maintain CD and DVD collections that contain the titles of most interest to local young adults.
- Provide electronic resources of interest to young adults.
- Develop and maintain a collection of audiobooks on CD and audiobooks on tape that contains the titles of most interest to local young adults.
- Reshelve all young adult materials within 24 hours of being returned to the library.
- Create displays to highlight titles in the young adult collection.
- Develop and distribute suggestion forms that encourage young adults to identify print, audiovisual materials, and electronic resources they would like to see included in the collection.
- Provide advisory services to assist young adults in identifying books, movies, music, audiobooks, and other audiovisual materials they might enjoy.
- Offer access to electronic reader's advisory tools.
- Encourage young adults to reserve items by using the online catalog, including items that are on order but not yet received.
- Encourage young adults to request items from other libraries in the County Library if the items they desire are not available at the Acton/Agua Dulce Library.

Objective 4.2: By FY08/09, at least 75% of the young adults (ages 12-17) who use the library to provide satisfying leisure activities and experiences will say that the library met their needs.

Examples of activities:

- Survey young adults periodically to determine their satisfaction with the collection and library services.
- Provide a suggestion box in the young adult area.
- Develop action plans to revise collection priorities to reflect changing community interests.
- Develop action plans to revise program priorities to reflect changing community interests.

Objective 4.3: Annually, at least 100 young adults (ages 12-17) will attend programs sponsored or co-sponsored by the library.

Examples of activities:

- Offer regularly scheduled programs on a wide variety of topics of interest to local young adults.
- Collaborate with the School District on joint cultural and educational programs aimed at young adults.
- Visit each school at least twice a year to promote library services and programs.
- Develop and distribute publications, which alert young adults to upcoming programs at the library.
- Promote programs for young adults on the Library's Web site.
- Encourage young adults to suggest topics for programs of interest.
- Offer programs presented by local young adults.

Goal 5: Adults in Acton and Agua Dulce will have the high-demand, high-interest materials they want in appropriate languages and formats.

Objective 5.1: Annually, the circulation of adult print fiction will be 6,000.

Examples of activities:

- Develop and maintain a collection of high-demand new fiction in sufficient quantity to respond to local interests.
- Develop and maintain a collection of large print fiction.
- Develop and maintain genre fiction collections that contain the most popular titles by a variety of authors.
- Develop and maintain a fiction collection that contains the classics and older fiction titles of most interest to community residents.
- Create displays to highlight titles in the fiction collection.

- Reshelve all new fiction within 24 hours of being returned to the library.
- Provide reader's advisory service to assist library customers in identifying titles and authors they might enjoy.
- Encourage library customers to reserve items by using the online catalog, including items that are on order but not yet received.
- Encourage library customers to request items from other libraries in the County Library if the items they desire are not available at the Acton/Agua Dulce Library.

Objective 5.2: Annually, the circulation of adult media will be 43,000.

Examples of activities:

- Develop and maintain a collection of high-demand and classic CDs and DVDs in sufficient quantity to respond to local interests.
- Develop and maintain a collection of audiobooks to respond to local interests.
- Provide electronic resources of interest to local adults.
- Reshelve all adult media within 24 hours of being returned to the library.
- Create displays to highlight titles in the audiovisual collection.
- Provide advisory services to assist library customers in identifying movies, music, audiobooks, and other audiovisual materials they might enjoy.
- Offer access to electronic reader's advisory tools.
- Encourage library customers to reserve items by using the online catalog, including items that are on order but not yet received.
- Encourage library customers to request items from other libraries in the County Library if the items they desire are not available at the Acton/Agua Dulce Library.

Objective 5.3: By FY08/09, at least 75% of the adults who came to the library to "find something good to read, view, or listen to" will say they found something that met their needs during their visit.

Examples of activities:

- Survey library customers periodically to determine their satisfaction with the collection.
- Develop action plans to regularly revise collection priorities to reflect changing community interests.

C. Service Response: Formal Learning Support

The Acton/Agua Dulce Library will help students who are enrolled in a formal program of education or who are pursuing their education through a program of home schooling to attain their educational goals.

Goal 6: Students (grades K-12) in Acton and Agua Dulce will have access to the information and services they need to support, supplement, and enrich their formal education.

Objective 6.1: Annually, at least 1,000 students (grades K-12) will utilize the services of the Community Learning Center.

Examples of activities:

- Provide a dedicated space, of a minimum of 800 square feet, in the library that will serve as the Community Learning Center.
- In cooperation with staff of the Acton-Agua Dulce Unified School District, through a joint use cooperative agreement, develop and implement homework support services to help students (grades K-12) succeed in school.
- Promote and advertise school achievements through jointly sponsored events, publicity, and other activities.
- Provide computers, printers and peripherals that support the aims of the Community Learning Center, and upgrade all computer hardware and software on a three year rotating cycle.
- The Library and the District will offer or co-sponsor programs which support the purpose of the Community Learning Center.
- Encourage parents to visit the library with their children by conducting events such as an annual open house.
- Provide software and electronic resources for students (grades K-12) that support the aims of the Community Learning Center.
- Provide one-on-one assistance, and group instruction when possible, to help students learn how to access and evaluate electronic resources.
- Provide access to a non-circulating collection of core textbooks used in the local public schools.
- Develop and maintain a collection that supports anticipated homework assignments.
- Establish temporary reserve collections using materials in the library's general collection to support current school assignments.
- Assist students in completing homework assignments, studying for tests, accessing resources, and participating in computer-based learning activities which provide opportunities to strengthen reading, writing, science, language, and math skills.

- Provide resources and learning activities for high school students in the areas of animal husbandry and agribusiness, which will complement high school offerings in these subjects.
- Designate and train staff to provide needed services for students.
- Using the training module developed by Penny Markey, the County Library's Youth Services Coordinator, train volunteers, some of whom may be high school students completing voluntary community service, to assist students.
- Provide an electronic community bulletin board that will include a school calendar and homework advisory bulletins.

Objective 6.2: By FY08/09, at least 75% of the students (grades K-12) who use the library to find the information they need to support, supplement, and enrich their formal education will say that the library met their needs.

Examples of activities:

- Survey, on a periodic basis, students who use the library to determine if the library provided the materials and services they needed to meet their school-related assignments.
- Develop and implement modified or new services to respond to the needs identified by students participating in the surveys.

D. Service Response: Lifelong Learning

The Acton/Agua Dulce Library will provide services that help address the desire for self-directed personal growth and development opportunities.

Goal 7: All residents of Acton and Agua Dulce will have access to a wide variety of services, programs, and materials that support lifelong learning.

Objective 7.1: Annually, the circulation of adult nonfiction materials will be 12,000.

Examples of activities:

- Develop a collection of high-demand new nonfiction in sufficient quantity to respond to local interests, including a small Spanish language section.
- Develop a collection of large print nonfiction.
- Maintain a nonfiction collection on topics of most interest to community residents such as agribusiness and animal husbandry.
- Develop a local history collection that will allow residents to explore the long and colorful histories of the two communities.
- Create displays to highlight titles in the nonfiction collection.
- Reshelve all adult nonfiction within 24 hours of being returned to the library.
- Provide reader's advisory service to assist library customers in identifying titles and authors they might enjoy.

- Provide printed and online lists that recommend nonfiction titles on various topics.
- Offer access to electronic reader's advisory tools.
- Encourage library customers to reserve items by using the online catalog, including items that are on order but not yet received.
- Encourage library customers to request items from other libraries in the County Library if the items they desire are not available at the Acton/Agua Dulce Library.

Objective 7.2: Annually, the circulation of juvenile nonfiction materials will be 6,000.

Examples of activities:

- Develop and maintain a collection of juvenile nonfiction in sufficient quantity to respond to local interests.
- Create displays to highlight titles in the juvenile nonfiction collection.
- Reshelve all juvenile nonfiction within 24 hours of being returned to the library.
- Provide reader's advisory service to assist library customers in identifying titles and authors they might enjoy.
- Provide printed and online lists that recommend juvenile nonfiction titles on various topics.
- Offer access to electronic reader's advisory tools.
- Encourage library customers to reserve items by using the online catalog, including items that are on order but not yet received.
- Encourage library customers to request items from other libraries in the County Library if the items they desire are not available at the Acton/Agua Dulce Library.

Objective 7.3: Each year, at least 100 adults and young adults will attend library sponsored or co-sponsored programs that support lifelong learning.

Examples of activities:

- Offer programs on a wide variety of cultural and informational topics that are of interest to local residents.
- Conduct a "one city, one book" event to encourage a community-wide reading effort.
- Develop and distribute publications that promote the programs offered at the library.
- Provide access, via the Library's Web site, to information about the programs that will occur at the library.
- Encourage adults to propose topics for future programs to be offered at the library.
- Develop a partnership with Antelope Valley College and/or College of the Canyons that will utilize technology available at the Acton/Agua Dulce Library to offer distance learning classes at the library.

IV. Types of Services to be Offered

When the Acton/Agua Dulce Library opens, it will provide forty-two hours of public service per week. The hours of service are expected to be:

Monday	11:00 A.M. - 7:00 P.M.
Tuesday	11:00 A.M. - 7:00 P.M.
Wednesday	11:00 A.M. - 6:00 P.M.
Thursday	11:00 A.M. - 6:00 P.M.
Friday	11:00 A.M. - 5:00 P.M.
Saturday	11:00 A.M. - 5:00 P.M.
Sunday	Closed

During the hours that the library is open, library customers will have access to the community library's collection and the technology that supports that collection. They will also have access to the community meeting room and spaces for quiet study. Library staff will be available to provide assistance in locating information and to assist library customers with computer technology.

A strong new partnership has been formed with the Acton-Agua Dulce Unified School District that will result in the establishment and operation of the Community Learning Center, which is described in this Plan of Service in III.C, Goal 6 and in the joint use cooperative agreement.

The Community Learning Center will be open twenty hours per week. During the hours that the Community Learning Center is open, staff and volunteers will be available to assist students in completing homework assignments, studying for tests, accessing resources, and participating in computer-based learning activities which will provide opportunities to strengthen reading, writing, science, language, and math skills. When the Center is not being used for homework assistance, it may be used for independent general library use or computer training.

The hours of service for the Community Learning Center are expected to be:

Monday	3:00 P.M. - 7:00 P.M.
Tuesday	3:00 P.M. - 7:00 P.M.
Wednesday	3:00 P.M. - 6:00 P.M.
Thursday	3:00 P.M. - 6:00 P.M.
Friday	3:00 P.M. - 5:00 P.M.
Saturday	1:00 P.M. - 5:00 P.M.
Sunday	Closed

Programs will be offered at regularly scheduled times as requested by participants in the Community Needs Assessment process. This will include, story times for preschool children, programs for children and young adults, book discussions, lectures, tours of the library, and other programs of interest to adults and families. Information about the dates and times of these programs will be available on the Library's Web site, in printed flyers, and in other promotional materials.

Library staff will actively seek partnerships with community organizations, youth clubs, non-profit organizations, and the Acton-Agua Dulce Unified School District to accomplish the goals and objectives identified in this Plan of Service.

Each of the service responses that have been selected to meet the needs of Acton and Agua Dulce residents has unique collections and services associated with it. Listed below for each of the four selected service responses is a description of some of the services that will be offered. This information supplements that provided in Section III where activities were identified which supported each of the objectives that have been chosen to measure progress towards the established goals. This information also supplements that shown in Section IX, Implementation Plan.

A. Commons

The Acton/Agua Dulce Library will be located in the unincorporated community of Acton in northern Los Angeles County. The proposed 1.5 acre project site is conveniently located near the Antelope Valley Freeway (State Highway 14)/Crown Valley Road interchange.

The library will provide a variety of public spaces where community residents can meet one another, attend programs, and become familiar with community activities and issues. Specifically, the library will include a community meeting room, a group study room, and a storytelling area.

The library will include a community meeting room that can seat 75 adults in an auditorium-style setting. The community meeting room will be used for library sponsored or co-sponsored programs for children, young adults and adults. These programs may include, cultural and educational book discussions, lectures, performances, and demonstrations on topics of current interest. The community meeting room will also be available for use by community organizations for activities, such as board meetings, open public meetings, classes, and other activities of public interest. The meeting room will be accessible to the community after regular library hours. The use of the meeting room will comply with Library policy.

A storytelling area will be located adjacent to the children's services area. This area will seat 25 children on cushions. When story times are not being held, children and their parents can enjoy library materials in this space.

A group study room will be provided. It will contain a conference table and chairs for six people. Community residents will be able to reserve this room and use it for activities, such as group study or meetings. When a group is not using it, the room will be available for use as a quiet study area.

Space will also be provided for a small book store that will be operated by the Friends of the Acton-Agua Dulce Library.

The library will provide much needed spaces for centrally displaying exhibits and for posting announcements about upcoming community meetings. It will also provide space for the distribution of flyers, brochures, etc., that describe upcoming community events and activities. Local artists may display works at the library.

Comfortable lounge seating will be provided throughout the building to encourage community residents to gather at the library and meet one another. The lounge seating will also provide community residents with a welcoming and pleasant space to sit while they use library resources or pursue personal study or work assignments.

Library staff will collect and review data that will enable them to evaluate the library's success as a community commons. This will include data such as the number of groups that use the community meeting room, the number of residents attending events at the library, the number of programs offered by the library, and the number of events offered by community groups.

B. Current Topics and Titles

To be successful in responding to this community need, the library staff will strive to provide sufficient copies of materials to ensure that customer requests are met. Materials will be offered in a variety of formats, not just print. The collection will also contain audiovisual materials, such as CDs, DVDs, audiobooks on CD, and audiobooks on tape. Materials will be selected in accordance with the Library's Collection Policies (Appendix A), which emphasize providing collections that are responsive to local communities.

Library staff realize that the service response of current topics and titles is broader than just providing the titles on the best seller list in the newspaper. Local residents of all ages are interested in current topics and titles so materials will be provided that meet the needs of children, young adults, adults and seniors. Electronic resources that meet these needs should also be provided.

Library customers who are interested in reading mysteries, science fiction, romance, espionage, classics or other types of literature will find collections that respond to their interests. They will also be encouraged to ask library staff for suggestions. Librarians will recommend novels and best sellers for reading enjoyment. The County Library maintains a list of genre fiction by topic at the following URL at <http://www.colapublib.org/services/advisory/> on the County Library Web site to assist with reader's advisory.

Library staff will make a conscientious effort to order materials pre-publication so that library customers can find the items in the library as quickly as they can find them in book stores or through their favorite online provider.

To respond to the community need for current topics and titles, the library will host discussion groups, reading programs, and other types of activities to encourage library customers to discuss the books, films, and/or music that they enjoy. Programs will be

developed to respond to the interests of children, young adults, adults and seniors. When possible, programs will also be developed to appeal to families.

Library staff will create displays in the library to highlight new materials. Since such promotional efforts will probably increase the popularity of these items, library staff will attempt to make sure that adequate copies are available. They will also take steps to ensure that customer requests are processed quickly.

Library staff will create and/or provide access to lists of recommended titles on topics of interest. Since readers who enjoyed the books of a particular author usually want to read other titles that are similar to the ones they have enjoyed, it is anticipated that this will be a popular service. The library will also offer access to a variety of electronic resources to assist library customers of all ages to locate books, films, music, and other items of interest to them.

Library staff will collect and review data that will allow the evaluation of the collections and services to meet the local need for information about popular culture, social trends and recreational materials. This data will include, but not be limited to, the number of items circulated, collection turnover, program attendance, and surveys of library customers to determine their satisfaction with the library's collections and with services associated with current topics and titles.

C. Formal Learning Support

The Acton/Agua Dulce Library will help students who are enrolled in local schools or who are pursuing their education through a program of home schooling.

The collection will offer print, audiovisual, and electronic reference resources on a wide variety of topics, as well as educational software to help children succeed in school. Copies of core textbooks used in the Acton-Agua Dulce Unified School District will also be available for use in the library.

The County of Los Angeles and the Acton-Agua Dulce Unified School District have entered into a strong joint use cooperative agreement to establish and maintain a Community Learning Center at the Acton/Agua Dulce Library. The responsibilities of each entity are detailed in the joint use cooperative agreement. Information about the services that will be provided can be found in Section III.C, in Goal 6. Library staff will work closely with the District, visiting all schools twice a year, and promoting public library cards for all 2nd grades. They will also collaborate closely on joint educational and informational programs at the library.

The library will include a group study room, which can be used by student groups or students working with tutors. This study room will allow for discussion amongst students and/or tutors without the disruption that would occur if these conversations were held in open areas in the library.

Library staff will collect and review data that will allow the evaluation of the library's performance as a formal learning support provider. This data should include the number of students who use the services of the Community Learning Center, the number of students who attend computer classes or other programs in support of their formal learning needs, program attendance, the number of volunteer hours contributed to Community Learning Center services, and surveys of students to determine their satisfaction with formal learning support services, as well as other relevant data.

D. Lifelong Learning

In support of lifelong learning, the library staff will develop a collection of circulating materials on a wide variety of topics of interest to community residents. These materials will include circulating nonfiction materials for children, young adults, adults, and seniors, with a small Spanish language collection. A local history collection will be developed, as well as an animal husbandry collection.

Library staff will make a conscientious effort to order materials pre-publication so that library customers can find the items in the library as quickly as they can find them in book stores or through their favorite online provider. Staff will also purchase replacement copies of titles, which have been lost or damaged if the topic continues to be of interest to community residents.

Programs on topics of interest to local residents will be offered. The programs will either be sponsored by the library or co-sponsored in cooperation with other organizations or individuals. These programs will be offered for young adults, adults, and seniors. Staff will encourage community residents to suggest topics for programs.

Library staff will create displays in the library to highlight materials on various subjects. Some of these displays will highlight new materials, while others will reflect the depth of the library's collection on subjects of interest to community residents.

Library staff will collect and review data to evaluate how effectively the collections and services meet the local need for information on a wide variety of subjects. Among other things, this data will include the number of items circulated, collection turnover, program attendance, and surveys of library customers to determine their satisfaction with the library's collections and services associated with lifelong learning.

V. Library Staffing

When the Acton/Agua Dulce Library opens, it will be staffed by 16 people filling 9.5 FTE positions. The County Library has set the staffing at this level due to the self-check technology scheduled to be included in the new library. This technology allows for increased staffing efficiency and maximizes the time available for staff to focus on satisfying customer information needs. Two of the positions, shown below as Library Page (CLC), will be assigned to the Community Learning Center. The classifications, as well as the number of positions and full-time equivalents (FTE), that will be allocated for the library are:

Classification	# of Positions	FTE
Community Library Manager	1	1.0
Children's/Reference Librarian I	1	1.0
Library Assistant I	1	1.0
Library Aide	6	3.0
Library Page	5	2.5
Library Page (CLC)	2	1.0
Total	16	9.5

Each of these classifications has specific responsibilities to perform, and they will all work as a team to deliver services to Acton and Agua Dulce residents and to others who use the library. Before the opening of the new library, the Community Library Manager will review the Plan of Service, including the Implementation Plan, with all library staff. Each staff member will be given specific assignments to complete. Immediate supervisors will be responsible for making certain that staff members understand their assignments and complete them on time and in the proper manner.

The following section describes the general duties for each of the classifications at the library. These duties are derived from the class specifications maintained by the Los Angeles County Department of Human Resources, but they also include duties which will be specifically assigned to these classifications at the Acton/Agua Dulce Library.

The primary duties for each classification are as follows:

Community Library Manager

- Manage the operation of the community library.
- Supervise the Children's/Reference Librarian and the Library Assistant.
- Manage collection development of all library materials, including evaluation, selection, and ordering of the adult collection.
- Prepare materials budget and manage expenditure limits.
- Interpret library policy and procedures to staff and to the public.
- Analyze community needs and provide responsive library service.
- Serve as a liaison with local officials, groups, and agencies, including Acton officials, Agua Dulce officials, and the Friends of the Library.
- Promote the library in the Community.
- Communicate with Regional Administrator, Assistant Regional Administrator, Regional Coordinators, and community library staff, as needed.

- Provide reference and reader's advisory service for library users of all ages.
- Plan, present, or direct presentation of programs and events for young adults and adults.
- Manage library volunteers.
- Work with Acton-Agua Dulce Unified School District to identify high school students, interested in pursuing a career in teaching, who will fulfill voluntary community service activities as trained Community Learning Center volunteers.
- Attend library meetings, training, and workshops as appropriate.
- Serve on library interview panels.

Children's/Reference Librarian I

- Answer general and in-depth reference questions from the public and assist other staff with reference questions.
- Provide reader's advisory service.
- Provide assistance to library customers who are using electronic resources or the library's computers.
- Plan, present, or direct presentation of children's programs, visits, and events.
- Arrange and plan for visits to and from school classes and groups.
- Conduct reading programs for children.
- Promote the library in the community by making presentations at schools.
- Maintain community relations with parents, children, teachers, business leaders, and other groups.
- Manage collection development of children's and young adult materials, including evaluation, selection, and ordering.
- Prepare bibliographies and special exhibits for children.
- Manage the Community Learning Center under the direction of the Community Library Manager.
- Supervise and assign tasks to Community Learning Center pages, part-time staff, and volunteers.
- Provide special training to Library Pages and volunteers who will provide homework assistance in the Community Learning Center using the training module developed by Penny Markey, County Library Youth Services Coordinator . This training module, ten hours in length, includes sections on customer Service; communication with children teachers and parents; homework assistance protocols; search techniques; and basic computer troubleshooting.
- Serve as Acting Community Library Manager when Community Library Manager is absent.
- Attend library meetings and training, as appropriate.
- Serve on committees to develop programs, policies, procedures, and training.

Library Assistant I

- Hire, train, and/or supervise Library Aides and Library Pages.
- Serve as Circulation Supervisor.
- Register borrowers.
- Locate books and other materials for library customers.
- Assist librarians with story times, class visits, programs, and displays.
- Answer simple reference questions while referring the more difficult questions to the librarians.
- Prepare daily hourly task schedules for part-time staff.
- Order supplies.
- Assist librarians with ordering of materials.

Library Aide

- Check out and check in library materials.
- Register borrowers.
- Route items to other libraries as appropriate.
- Collect extended use fees.
- Perform alphabetical and numerical shelving.
- Assist in shelving books.
- Assist customers with various public use computers.
- Answer simple directional questions.
- Assist staff with story times and special programs.
- Mend and repair library materials as needed.
- Pack and unpack outgoing and incoming delivery shipments as needed.

Library Page

- Shelf books, periodicals, audiovisual materials, and other miscellaneous materials.
- Assist customers with various public use computers as needed.
- Pack and unpack outgoing and incoming delivery shipments.
- Answer simple directional questions.
- Assist staff with story times and special programs.
- Maintain supplies in public area.
- Maintain overall tidiness of the library.
- Mend and repair library materials.

Library Page (Community Learning Center)

- Assist with homework assignments.
- Assist in the use of the equipment and resources available in the Community Learning Center.
- Monitor the Community Learning Center.
- Shelf the materials in the Community Learning Center.
- Maintain overall tidiness of the Community Learning Center.

VI. Jurisdiction-wide Service

The County of Los Angeles Public Library serves a population of approximately 3.5 million residents through 84 community libraries and four bookmobiles. The County Library does not have a main library. Instead, it has, throughout its history, operated as a network of community libraries, working cooperatively to provide library services to the residents of Los Angeles County. Jurisdiction-wide resources and services are provided to fulfill the overall mission of the County Library, while community library collections are developed to meet the needs and preferences of the residents in each community's service area.

Library Executive Management

The new Acton/Agua Dulce Library will benefit from the administrative leadership and direction provided by the County Librarian, the Chief Deputy County Librarian, and the Assistant Directors for Public Services, Finance and Planning, and Information Systems. This administrative structure guarantees the efficient operation of the entire system and of the individual community libraries.

Public Services

The Assistant Director, Public Services, provides administrative oversight for all divisions and staff that provide direct service to the public. Under the direction of the Assistant Director, Public Services, the Regional Administrator and Assistant Regional Administrator provide the direct connection from Library Management to the community library staff. They supervise the community library managers to ensure that a consistently high level of customer service is provided to each library user. They also ensure that each community library complies with Library policies and procedures. Special training is provided to each new community library manager by the Regional Administrator and the Assistant Regional Administrator.

As part of the County Library's strategic plan, each community library establishes service goals in harmony with the County of Los Angeles' strategic directions and the departmental goals identified by the County Librarian. Every year, each community library has a school-related goal to extend services in support of the needs of students in grades K-12.

◆ Adult Services, Youth Services, and Collection Development Services

The coordinators of these services serve as consultants to the local library staff and are specifically responsible for staff development, program development and implementation, and collection development, in addition to general troubleshooting in their specialty areas. These services are coordinated on the regional and system levels. The coordinators provide training for staff development, offering basic and advanced workshops on reference service, customer service, telephone etiquette, services to children and youth, reader's advisory programs, and working with volunteers. They also provide individual support and advice.

The Collection Development Coordinator works in conjunction with the regional coordinators to develop a broad and relevant collection of materials in a variety of formats. The regional staff work in conjunction with the local libraries to select materials for each community library, based on the individual needs of the local community. Selection of materials is based on the Library's collection development statement, policies and goals (Appendix A). Materials are coordinated and ordered through centrally-produced lists on the acquisition module of the integrated library system. Staff share their expertise in subject areas (for example, ethnic materials, international languages, the arts) and formats (electronic resources, audiovisual materials), in order to meet the needs of a very diverse population in Los Angeles County. The Collection Development staff also offer basic training to new librarians, and workshops on current topics for all staff.

The Youth Services Coordinator, in conjunction with the regional staff, plans library-wide programs for children and teens, with special attention to the needs of students in grades K-12. They create resource guides and program templates to provide ideas, programs, and models that the Acton/Agua Dulce Library staff may utilize to customize programs and activities, which meet the needs of Acton and Agua Dulce residents. Resource guides are available to encourage the celebration of holidays and to mark special events, such as Children's Book Week, Teen Read Week, and Read Across America. The Acton/Agua Dulce Library receives resources to support the annual summer reading program, school relations materials, and programs designed to encourage families to read together for pleasure. In addition, the Acton/Agua Dulce Library receives support from the Youth Services Coordinator in developing collaborations with other youth-serving agencies in the community.

The Youth Services Coordinator partners with the regional youth services coordinators to oversee the 31 Homework Centers in the County Library. The Coordinator has developed a comprehensive training curriculum for staff and volunteers who work in this program, which includes modules that cover procedures and policies of the Library. This curriculum, ten hours in length, includes modules on customer service; communication with children, teachers, and parents; homework assistance protocols; search techniques; and basic computer troubleshooting. Library Pages and volunteers, who demonstrate an interest in pursuing careers in teaching or who demonstrate an interest in working with children, are specially selected to staff the Homework Centers.

◆ **Electronic Resources**

The Coordinators of Adult Services and Collection Services evaluate and select electronic databases for use by library staff and the public. The Coordinator of Adult Services maintains the County Library's Web site, which is linked to other County departments. Each community library, including Acton/Agua Dulce, has its own Web page with links to local community resources and schools. Online access to the electronic resources is available in all of the community libraries, as well as by remote access from other locations. Training in the use of the databases is provided for both the staff and the public.

◆ Reference Services

Acton/Agua Dulce Library staff will answer reference questions in the library and provide ready reference service by telephone. Customers whose questions require additional information may have their questions referred to a larger, regional library with more in-depth collections; may have their questions referred to another community library which houses a special collection; and/or may be referred to another library, if they are willing to travel.

Library books and other materials will be delivered to the Acton/Agua Dulce Library on a daily basis in response to queries and requests. Magazine articles and photocopies from books may also be faxed to the library from the document delivery center or from other libraries, in order to meet customer requests. Full text and full image magazine articles are also available in the library and/or remotely from Gale and Proquest.

An extensive collection of electronic databases is available for use in the library, or from home, to support the general information needs of library users and the homework assistance needs of K-12 students. These resources include EBSCO's Novelist; Gales' Biography; Business, Health, Literature, and Opposing Viewpoints databases; Wilson's Famous First Facts and Biography Plus; and Britannica Elementary, Student, and School Edition Encyclopedias, among others. (See appendix E)

Online access for reference questions is available as a 24/7 service through the Library's Web site *Your Librarian/Live Reference*.

The County Library offers a rich and varied collection of resources to serve its diverse clientele. Acton and Agua Dulce customers will have access to these resources:

- CHIPS (Consumer Health Information Program and Services)
- Four ethnic resource centers (American Indian, Asian Pacific, Black, Chicano)
- FYI (a business reference information service)
- BSSC (Business Subject Specialty Center)
- Books-by-Mail
- HIV Information Center
- Judaica Collection
- Nautical Collection
- Californiana Collection
- Ten Federal and State Government Depository Collections

◆ **Local History Resources**

In addition to the Acton/Agua Dulce Library's local history collection, there are many other options for residents of Acton and Agua Dulce who want to locate historical information. Within the County Library system, both the Lancaster Library and the Valencia Library provide local history resources to the public. In addition, the County Library has a Web site which provides answers to frequently asked community history questions. Available twenty-four hours a day via the Internet, the site provides images of historic community photographs and documents, as well as links and citations to community resources for the Antelope Valley. Those resources include the collections and services provided by numerous organizations outside the County Library system, such as the West Antelope Valley Historical Society, the Kern-Antelope Valley Historical Society, and the Santa Clarita Valley Historical Society.

◆ **Literacy Services**

The Literacy Coordinator supervises the literacy staff, who with the assistance of trained volunteers, provide free, confidential, one-on-one tutoring for adults and families who wish to improve their reading and writing skills. The non-English speaking residents of Acton and Agua Dulce will be able to seek assistance by contacting the nearby literacy centers at the Quartz Hill Library and the Valencia Library to arrange a tutoring session with trained volunteer tutors, at a location and time that is convenient for both the tutor and the student.

Acton and Agua Dulce residents will be able to access these resources on their own or with the assistance of library staff. The needs assessment process emphasized the geographic isolation of the Acton and Agua Dulce communities and specified long travel times from the area to existing libraries. Residents cannot conveniently travel to other communities to make use of libraries with more extensive collections. Through the Acton/Agua Dulce Library, the County Library will provide convenient access to its wide range of services for the residents of Acton and Agua Dulce.

Information Systems

The Assistant Director for Information Systems is responsible for maintaining and upgrading the electronic technology used in the County Library to provide circulation services for library customers (including customer accounts), the online catalog, Internet access, the Internet filter software, and the Internet use management system. The division also manages the acquisitions module used for ordering library materials and managing library fund accounts. Training is provided for staff in the use of the circulation system and its modules.

◆ **Integrated Library System**

The County Library operates on a SIRSI/DRA classic integrated library system. Modules in current use include the circulation module, with a database of 2.2 million registered borrowers; the cataloging module, with a bibliographic database of 9 million items; acquisitions, which is used for ordering and receiving new materials; and an online public access catalog.

As part of the integrated system, an automated request system allows library customers to request items from any of the 84 libraries and four bookmobiles to be sent to a convenient library of their choice for check out. Thus, customers at even the smallest library can draw on the over nine million items held by the County Library as a whole. In turn, even the smallest library can provide, through the request system, a needed item to any library in the network. Acton/Agua Dulce Library will perform this role, along with other libraries in the County Library, benefiting the system as a whole. Acton/Agua Dulce Library customers will benefit by having access to this network.

Help Desk units respond to requests for service for the integrated library system and for staff and public access computers. Staff from these units install, maintain, and troubleshoot software and equipment problems.

◆ **Technical Services**

This division is responsible for ordering, cataloging, and processing new materials and routing them to the appropriate community library for use by the public. Staff in this division also maintain the County Library's database of library holdings and customer account information. In addition, this unit includes interlibrary loan, remittance management, and bindery and repairs.

Facilities Management

The Head of Facilities Services oversees maintenance, janitorial, landscaping, and delivery services at all community libraries. An annual inspection of each library facility, supplemented by two detailed surveys by the community library manager, provides current information on the status of each library building. Facilities staff are available 24/7 to respond to building emergencies.

VII. County of Los Angeles Public Library Technology Overview

Technology Planning

The County of Los Angeles Public Library serves a population of over 3 million through its network of 84 community libraries and 4 bookmobiles. The Library considers information technology to be a key component in its service plan to support the information needs of library users and internal business functions. Technology planning efforts for the County of Los Angeles Public Library are grounded in the Library's strategic plan and clearly support both the Library's business goals and the County's strategic plan. This process is documented in the Library's annual Business Automation Plan (Appendix B), which establishes internal and external goal alignment and includes three-year information strategies, one-year objectives, and an organizational assessment. In addition, the County has established Wireless Guidelines (Appendix C) and the County Library has developed a Communications/Low Voltage Specification (Appendix D). Both of these documents provide valuable information and requirements for architects and engineers to follow in planning County Library building projects.

The Library has also been aggressive in seeking funding to support technology initiatives. Over the past three years, the Library has obtained over \$5 million in grant funding for technology projects.

Technology Infrastructure

- The County Library has made major strides in the last five years to modernize its information technology infrastructure. New voice and data standards were developed and all 84 community libraries have had new Category 5-e cabling, voice and data distribution systems, and electronic telephone systems installed.
- Information technology planning, systems design, project management, telecommunications and computer hardware and software support is provided by the Library's Information Systems Division. This division, which comprises 30 full-time Information Technology (IT) positions, including systems analysts, technology trainers, telecommunications analysts, and technology managers, augmented by ten full-time contracted data center operations staff, provides centralized support for all County libraries.
- The County Library utilizes the latest anti-virus software and firewall technology and has established a Computer Emergency Response Team to respond to any security incidents on a 24/7 basis.
- E-mail systems have been in existence since 1988, providing the ability for rapid communication between staff at all Library facilities.

Data Center

The County Library Data Center, located at Library Headquarters, operates on a 24/7 basis. Protection for the Data Center is provided by card entry and Halon fire protection systems, and daily system backup tapes are stored off-site to enable system recovery if needed. Dedicated air conditioning systems maintain the required temperature for computer servers and network equipment. In addition, a Liebert UPS with battery backup and power conditioning and a diesel generator eliminate system downtime for the community libraries in the event of a building power failure.

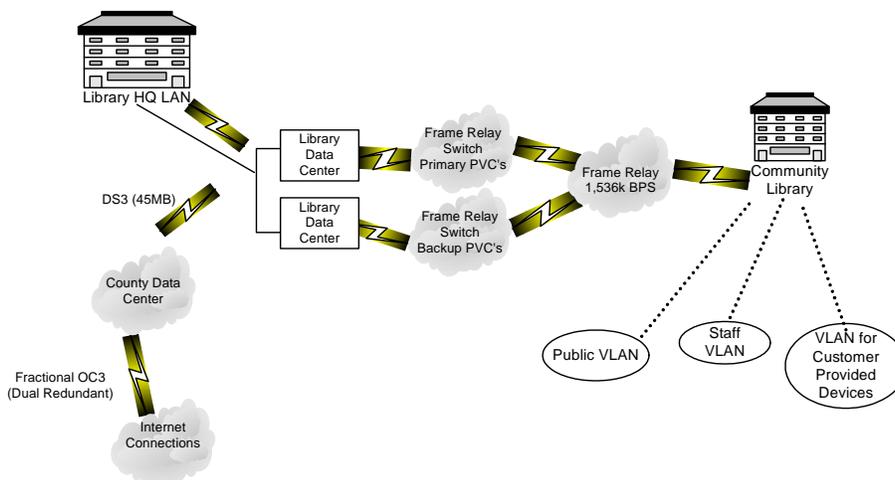
The data center houses all mission critical application servers, which include:

- The SIRSI/DRA Classic integrated library system. This mid-range system includes a cluster of two AlphaServer 8400s, with 3 GB memory, 19 disk drives (81.7 GB total storage available), and 2 multi-cartridge backup tape drives. In addition, the NT4 domain server, Windows 2000 WINS server supporting the staff and public workstations accessing the DRA Classic system, and 2 Web catalog servers are located in the data center.
- Business applications servers consisting of six Novell Network 5.x, six Windows 2000, and two Windows 2003 file servers provide file and print sharing, GroupWise email, collaborative processing for staff at all library facilities, and access to the network for remote users.

Network

Participation in the County's wide area network provides a DS-3 (45 MB) connection to the Library's Data Center and frame relay T-1 (1.5 MB) connections to all community libraries for both internal data communications and Internet access. The network is scalable and additional bandwidth can be provided as needed.

County of Los Angeles Public Library Network



Online Catalog

The County Library has offered an online catalog for customer use in community libraries since 1995 and in 1998 began offering a Web catalog for remote customer use. In July 2001 an updated online Web catalog was implemented using the DRAWEB2 program. This version offers customers the ability to place requests on library materials and to renew their own materials. Customers can access the catalog at any community library and from anywhere on the Internet. The online catalog offers customers the following features:

- Search the catalog by keywords or Authority searches, using simple search terms or complex Boolean logic.
- Select to highlight the holdings of any of the County's 84 community libraries, while still viewing all the holdings in the entire County Library collection.
- Place requests for titles in the catalog, including on-order titles.
- Review personal account, including due dates for materials checked out, and items on personal request list.
- Renew their materials.
- Change their PIN.
- Search a number of other library catalogs using the Z39.50 protocol.

Z39.50 Catalog Sharing

The County Library pioneered in the use of the Z39.50 protocol to provide access for our customers to multiple library databases using the same user interface they use to search the County Library's catalog. In 1995, the County Library, Torrance Public Library, and Pasadena Public Library received a grant to implement Z39.50 and share library catalog data. Since then, the County Library has offered access to Torrance Public Library, Pasadena/Glendale Public Libraries, and other libraries that have made the commitment to share their catalogs via Z39.50 servers. These include the State of California Library, Long Beach Public Library, and the University of California Melvyl catalog. As other relevant California libraries offer Z39.50 servers, the County Library intends to add them to the resources made available to our customers. The County Library runs a Z39.50 server, so that other libraries in California and the nation may search the County Library catalog.

Public Access Computer Management and Internet Filtering System

The County Library uses the Smart Access Manager (SAM) software from Comprise in combination with N2H2 filtering service to manage customer sessions on public access computers. The public access solution is a County-wide implementation, with collaboration among the County Library, the County Parks and Recreation, and County Information Technology Departments. Customers may make reservations for computers at any of the 84 County libraries. Once registered, customers may use public access computers at libraries and at County parks. Minors can receive filtered or unfiltered access which is determined by parental choice, following the policy adopted by the County Board of Supervisors. Selected fields from the circulation system borrower records are imported automatically upon first use of the SAM system, to allow customers to register themselves and reduce staff time in entering data. Occasional visitors to County Libraries are allowed 15 minute Internet sessions.

Sample Workstation Configurations

Public Access Workstation	Staff Workstation
3.20 GHz Pentium 4 CPU, 800MHz Bus - 1GB RAM - Video Card w/128MB RAM - 120GB Hard Disk - 3.5" Diskette Drive - 16x DVD-ROM Drive - 4x DVD+RW Drive - Sound Blaster-Compatible Sound Card - 10/100/1000 Network Interface Card - Keyboard - Mouse (Two Button with scroll wheel) - Mouse Pad - Windows XP Professional - 15" Flat Panel Display - Privacy Screen - Surge Protector - Security Lock Down Kit	3.20 GHz Pentium 4 CPU, 800MHz Bus - 1GB RAM - Video Card w/128MB RAM - 120GB Hard Disk - 3.5" Diskette Drive - 16x DVD-ROM Drive - 4x DVD+RW Drive - Sound Blaster-Compatible Sound Card - 10/100/1000 Network Interface Card - Keyboard - Mouse (Two Button with scroll wheel) - Mouse Pad - Windows XP Professional - 17" Flat Panel Display - Bar Code Reader - Surge Protector - Security Lock Down Kit

Sample Software Packages

The County Library provides a number of standard software packages which are designed to meet the needs of customers and staff. Samples of the typical software packages are listed below:

<p><u>Internet/Word Processing</u></p> <p>Corel WordPerfect Microsoft Word Norton Anti-Virus Internet Explorer Netscape</p> <p><u>Library Staff</u></p> <p>Microsoft Office Professional Suite Novell GroupWise (email) Visio Professional SmartTerm Essentials Norton Anti-Virus Internet Explorer Netscape</p>	<p><u>Homework/Reference Center</u></p> <p>Microsoft Encarta Reference Library Kid Pix Deluxe 3rd Edition Way Things Work World Book Multi-Media Encyclopedia Learn Microsoft Word Student Writing and Research Center Chronicle of the 20th Century Encyclopedia of Science Wide World of Animals Grammar for the Real World PrintShop Deluxe Mavis Beacon Teaches Typing Math Shop Deluxe - Gr. 3-7 Carmen San Diego Word Detective Corel WordPerfect Microsoft Word Norton Anti-Virus Internet Explorer Netscape</p>
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<p><u>Homework/Learning Center (Grades 3+)</u></p> <p>Microsoft Encarta Reference Library Kid Pix Deluxe 3rd Edition Magic School Bus Explores the World of Animals Mind Twister Math Dear America World Book Multi-Media Encyclopedia Learn Microsoft Word Student Writing and Research Center Bill Nye Science Guy Magic School Bus and the Age of Dinosaurs Mavis Beacon Teaches Typing I Love Math Vocabulary Development Schoolhouse Rock: Grammar Carmen San Diego Word Detective Corel WordPerfect Microsoft Word Norton Anti-Virus Internet Explorer Netscape</p>	<p><u>Pre-School - Elementary</u></p> <p>Arthur's Kindergarten Clifford Reading Dr. Seuss Preschool Kid Pix Deluxe 3rd Edition Jump Start Phonics Ages 3-8 Magic School Bus World of Animals Sesame Street Elmo's Preschool 30th Anniversary Edition I Spy School Days Dr. Seuss Kindergarten Millie & Bailey Kindergarten Blaster Learning 4-6 Mavis Beacon Teaches Typing Jump Start Math Series Mia's Science Adventure Corel Word Perfect Microsoft Word Norton Anti-Virus Internet Explorer Netscape</p>
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<p><u>Teen Center</u></p> <p>Microsoft Encarta Reference Suite Pit Droids Sim City + 3000 Space Academy Learn to Speak Spanish Learn Microsoft Word Print Shop Deluxe Mavis Beacon Typing Kaplan's Writing and Vocabulary Essential Review Excel Chronicles of the 20th Century High School Advantage 2001 SAT, ACT, PSAT Corel Word Perfect Norton Anti-Virus Microsoft Word Internet Explorer Netscape</p>	<p><u>Middle School</u></p> <p>Microsoft Encarta Reference Suite Excel @ Middle School Pit Droids The Way Things Work Sim City + 3000 Learn to Speak Spanish Learn Microsoft Word Print Shop Deluxe Mavis Beacon Teaches Typing Kaplan's Writing and Vocabulary Essential Review Student Writing and Research Center Chronicles of the 20th Century Middle School Advantage Corel Word Perfect Microsoft Word Norton Anti-Virus Internet Explorer Netscape</p>
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Help Desk

The County Library Information Systems Division provides staff at community libraries and Headquarters with centralized Help Desk support. The Service Center program is used to log and track the progress of help calls. Staff can call with questions or problems regarding hardware, software, circulation policies and procedures, Internet Management (SAM) software functionality, or network issues and receive prompt assistance from knowledgeable IT staff.

Information Technology Training

The County Library provides training on information technology applications for our staff. There is a dedicated technology-training lab at Library Headquarters. A staff of three trainers provides training on the SIRSI/DRA Classic library system, with separate modules on basic circulation policies and procedures, borrower registration, managing the request system, database searching, and the public access computer management system. The County Library contracts for IT training on standard business applications, such as word processing, spreadsheets, database programs, e-mail, and other programs, as needed. Additional classes on Internet search skills and search engine updates are offered. These classes are scheduled regularly during the year so that staff have the opportunity to become proficient and effective in using library systems, application software, and the Internet.

Technology-Related Statistics

Web and Electronic Resources – FY 2002/2003

Number of pages on Library's Web site:	3,076
Number of hits on Library Web pages:	5,452,801
Number of electronic books:	2,318
Number of electronic resources offered for public use:	30
Number of electronic resources offered for reference staff:	92

Library Automation Statistics – FY 2002/2003

Circulation:	15,912,865
Number of self-service renewals by customers:	60,411
Total registered borrowers:	2,201,150
Number of requests/holds on library materials	
Total placed:	883,636
Placed by customers:	298,578
Number of notices produced (weekly)	
Request notices:	9,820
Overdue/lost notices:	3,900
Number of desktop computers:	2,143
Number of laptop computers:	72
Number of terminals:	329

VIII. Technology Plan for the Acton/Agua Dulce Library

A. Executive Summary

The Acton/Agua Dulce Library will include the hardware and electronic resources that will help realize the goals set forth in the Plan of Service. The residents of the community feel very strongly that the new library should offer public access to the technologies that are essential for students to succeed in school and for all residents to have access to current information on a wide variety of topics related to work, school, and personal life. To meet this community need, the proposed library will be designed to integrate the latest technology into the services it provides. It will also be able to accommodate future changes in technology in order to retain its place as a vital center for information access and the acquisition of knowledge.

Key ways that technology will be implemented in the Acton/Agua Dulce Library are:

- Provision of 20 public access technology stations featuring Internet access, word processing and other software, shared laser printers, and access to the County Library's licensed databases and online catalog.
- Availability of data ports and power outlets located throughout the building for customers who wish to use their own laptop computers to access the Library's online resources, catalog, and the Internet. In addition, a wireless network will be provided for use by customers with wireless computing devices.
- Automated self-check machines to allow customers to charge out their own materials.
- Community meeting room equipped with a combination DVD/video monitor, projection equipment, and basic cable or satellite-based television service to facilitate distance learning opportunities and public programming.
- Group study room equipped with Internet access, data ports, and power outlets to accommodate students' need for a place where they can work undisturbed on group projects.
- Accommodation of customers with disabilities through the use of various assistive technologies to maximize their usage of the library's resources. Assistive technology, such as Kurzweil machines, textHelp! Systems software for word processing, and L&H MagniReader reading systems, will be provided so persons with disabilities can benefit fully from the resources available at the library.
- Remote access to the Acton-Agua Dulce Unified School District data network and licensed databases by students using the library's public access technology stations.
- Access to live, online reference and information services through the County Library's online 24/7 reference service.

The Community Learning Center will play an important role in meeting the information needs of K-12 students. As part of the joint use cooperative agreement between the County of Los Angeles and the Acton-Agua Dulce Unified School District, the students will have access to eight computers with printers and peripheral equipment in the Community Learning Center, of which six computers are to be provided and maintained by the School District. Students using the computers in the Community Learning Center and elsewhere in the library will be expected to observe the County Library's public Internet use policies and procedures. When the Center is not being used for homework assistance, it may be used for independent general library use or computer training.

Students will also have access to computer-based learning activities that will provide opportunities to strengthen reading, writing, science, language, and math skills. They will have access to more than 30 licensed databases provided by the County Library.

B. Technology Plan

Some of the goals in the Plan of Service are more amenable to technological solutions than others, but the library's ability to accomplish any of them is enhanced by the presence of a state-of-the-art infrastructure, computers, telecommunications, and presentation technology in the design of the new library.

The library will provide access to 20 public access technology stations. Seven of these computer workstations will be located in the adult services area, four will be in the children's services area, eight will be in the Community Learning Center, and one will be in the Media area. All of the workstations will feature Internet access, word processing and other software, shared laser printers, and access to the County Library's licensed databases and online catalog.

The County Library has an online catalog that can be accessed from all 84 of its community libraries, as well as remotely through the County Library's Web site. Technology will empower library customers in Acton and Agua Dulce to identify materials located in another community library and request the material be sent to the Acton/Agua Dulce Library for them.

Currently, library users can access the County Library's online catalog from work, home, or another community library, and they can request that materials from any library in the County Library be shipped to another more conveniently located, community library or bookmobile. This places the entire collection of the County Library's 84 regional and community libraries at the disposal of residents located anywhere in Southern California.

When the new Acton/Agua Dulce Library opens, library users will have access to over 30 licensed databases (Appendix E), including useful electronic resources such as Biography Resource Center and InfoTrac One File from Galenet. These resources are also available to remote users with County library cards, providing them with the opportunity to search and print full-text articles from leading national periodicals and newspapers.

Technology will also be used to augment the information services that will be provided by the library to Acton and Agua Dulce residents. They will have access to live, online reference and information services through the County Library's online 24/7 reference service. This will extend not only the time when service is available, but also provide access to a breadth and depth of information that could not otherwise be provided by a single community library.

Since many library users, especially students, prefer to use their own laptops, the library will provide data ports and power outlets throughout the building. This will allow customers to use their own laptop computers to access the Library's online resources, catalog, and the Internet.

Community residents of all ages are accustomed to self-service at ATMs, gas stations, vending machines, etc., and the library will offer the speed, convenience, and privacy of self-checkout. Automated self-check machines will allow customers to charge out their own materials, and staff will be available to assist customers whenever necessary.

As clearly indicated in the Community Needs Assessment, Acton and Agua Dulce residents want the new library to be the center and heart of their community. An essential component of the library will be the community meeting room. To enable the community meeting room to provide the programs and meetings desired by community residents, it will be equipped with a combination DVD/video monitor, projection equipment, and basic cable or satellite-based television service to facilitate distance learning opportunities and public programming.

Technology will also be an important feature of the group study room. It will be equipped with Internet access, data ports, and power outlets to accommodate students' need for a place where they can work undisturbed on group projects.

Library customers with disabilities will have access to various assistive technologies to maximize their usage of the library's resources. Assistive technology, such as a Kurzweil machine, textHelp! Systems software for word processing, and L&H MagniReader reading systems, will be provided so persons with disabilities can benefit fully from the resources available at the library.

The Acton-Agua Dulce Unified School District provides access to a variety of electronic resources, as well as information for parents and students, on its Web site. The library will provide a link to this information from its Web page.

C. Services to K-12 Students

All of the services described above will be available to students attending local public and private schools, as well as to those being educated at home. It is no longer necessary for library users to be physically present at the library to avail themselves of many valuable services. This is a benefit for students, many of whom are unable to drive themselves to the library. From home or school, they will be able to access the County Library's Web site, online catalog, and licensed databases, and benefit from 24/7 reference service.

The Community Learning Center will play an important role in meeting the information needs of K-12 students. As part of the joint use cooperative agreement between the County of Los Angeles and the Acton-Agua Dulce Unified School District, the students will have access to eight computers with printers and peripheral equipment in the Community Learning Center. The County will provide two computers with printers and peripherals, and the Acton-Agua Dulce Unified School District will provide six computers with printers and peripherals. Per the joint use agreement, computer hardware and software will be updated on a three year rotating cycle. Students using the computers in the Community Learning Center, and elsewhere in the library, will be expected to observe the County Library's public Internet use policies and procedures. When the Center is not being used for homework assistance, it may be used for independent general library use or computer training.

Students will have access to computer-based learning activities that will provide opportunities to strengthen reading, writing, science, language, and math skills. They will also have access to more than 30 licensed databases provided by the County Library (Appendix E).

One-on-one training will be available to students who need assistance in using the computers or in locating and evaluating information that supports their school-related assignments. As time and space permit, group instruction will be offered to enhance computer literacy and information literacy.

IX. Implementation Plan

Implementation Plan							
Acton/Agua Dulce Library							
Community Library Action Item	Service Responses	Responsible Staff	When	Collections	Special Services / Partnerships	Community Needs Met	Success Indicators
Goal 1 Acton and Agua Dulce residents will have access to a library that has a welcoming environment and enhances their sense of community.	Commons						
Objective 1.1: During FY08/09, 50,000 community residents will visit the library and that number will increase by 10% annually.	Commons	Librarians	Beginning FY07/08			Need for information on a wide variety of topics. Desire to participate in public discourse with others about topics of mutual interest.	Library attendance
Objective 1.2: During FY08/09, 2,000 community residents will attend events (meetings, programs, performances, tours, etc.) at the library and that number will increase by 10% annually.	Commons	Librarians	Beginning FY07/08			Need for information on a wide variety of topics. Desire to participate in public discourse with others about topics of mutual interest.	Program attendance at library sponsored events, program attendance at events sponsored by organizations other than the library.
Objective 1.3: Each year, at least 750 residents of Acton and Agua Dulce will receive a new library card or renew an existing library card.	Commons	Library Staff	Beginning FY07/08			Need for information on a wide variety of topics.	Number of library cards issued. Number of library cards renewed.
Goal 2 Preschool children in Acton and Agua Dulce will develop a lifelong love of books and learning, and they will enter school ready to read.	Current Topics and Titles						
Objective 2.1: Annually, the circulation of materials for preschool children (picture books, board books, etc.) will be 10,000.	Current Topics and Titles	Children's/Reference Librarian	Beginning FY07/08	Picture Books	Local day care centers	Encourage a love of reading. Support parents' desire for children to enter school ready to learn to read.	Circulation of Picture Books
Objective 2.2: Annually, at least 800 preschool children will attend programs sponsored or co-sponsored by the library.	Current Topics and Titles	Children's/Reference Librarian	Beginning FY07/08		Local day care centers	Encourage a love of reading. Support parents' desire for children to enter school ready to learn to read.	Number of preschool children attending programs
Goal 3 Children in Acton and Agua Dulce will have the materials, programs, and services that stimulate their imaginations and provide a wide variety of leisure activities and experiences.	Current Topics and Titles						

Community Library Action Item	Service Response	Responsible Staff	When	Collections	Special Services / Partnerships	Community Needs Met	Success Indicators
Objective 3.1: Annually, the circulation of children's fiction will be 2,500.	Current Topics and Titles	Children's/Reference Librarian	Beginning FY07/08	Juvenile Fiction, Juvenile Paperbacks	Acton-Agua Dulce elementary schools	Desire for a satisfying recreational experience.	Circulation of Juvenile Fiction, Juvenile Paperbacks
Objective 3.2: Annually, the circulation of juvenile media will be 18,000.	Current Topics and Titles	Children's/Reference Librarian	Beginning FY07/08	Juvenile Video, Juvenile DVDs, Juvenile Audiobooks, Juvenile Book/Media Sets		Desire for a satisfying recreational experience.	Circulation of Juvenile Media
Objective 3.3: Each year, at least 2,500 children (ages 5 - 11) will attend programs sponsored or co-sponsored by the library.	Current Topics and Titles	Children's/Reference Librarian	Beginning FY07/08		Acton Elementary, Agua Dulce Elementary, Meadowlark Elementary	Desire for a satisfying recreational experience.	Number of children (ages 5-11) who attend programs.
Goal 4 Young adults in Acton and Agua Dulce will have a variety of programs, services, and materials that focus on their current interests and provide satisfying leisure activities and experiences.	Current Topics and Titles						
Objective 4.1: Annually, the circulation of print and audiovisual materials in the young adult collection will be 700.	Current Topics and Titles	Librarians	Beginning FY07/08	Young Adult Collection	High Desert Junior High, Vasquez High	Desire for information about popular culture and social trends. Desire for satisfying recreational experiences.	Circulation of Young Adult Collection
Objective 4.2: By FY08/09, at least 75% of the young adults (ages 12 - 17) who use the library to provide satisfying leisure activities and experiences will say that the library met their needs.	Current Topics and Titles	Librarians	Beginning FY08/09	Young Adult Collection, Adult Fiction Collection, Adult Nonfiction Collections	High Desert Junior High, Vasquez High	Desire for information about popular culture and social trends. Desire for satisfying recreational experiences.	Percent of teens who indicate on a survey that their needs were met.
Objective 4.3: Annually, at least 100 young adults (ages 12 - 17) will attend programs sponsored or co-sponsored by the library.	Current Topics and Titles	Librarians	Beginning FY07/08		High Desert Junior High, Vasquez High	Desire for information about popular culture and social trends. Desire for satisfying recreational experiences.	Number of teens (ages 12 - 17) who attend programs
Goal 5 Adults in Acton and Agua Dulce will have the high-demand, high-interest materials they want in appropriate languages and formats.	Current Topics and Titles						
Objective 5.1: Annually, the circulation of adult print fiction will be 6,000.	Current Topics and Titles	Librarians	Beginning FY07/08	Adult Fiction, Adult Paperbacks		Desire for information about popular culture and social trends. Desire for satisfying recreational experiences.	Circulation of Adult Fiction, Adult Paperbacks

Community Library Action Item	Service Response	Responsible Staff	When	Collections	Special Services / Partnerships	Community Needs Met	Success Indicators
Objective 5.2: Annually, the circulation of adult media will be 43,000.	Current Topics and Titles	Librarians	Beginning FY07/08	Adult DVDs, Adult CDs, Adult Audiobooks		Desire for information about popular culture and social trends. Desire for satisfying recreational experiences.	Circulation of Adult Media
Objective 5.3: By FY08/09, at least 75% of the adults who came to the library to "find something good to read, view, or listen to" will say they found something that met their needs during their visit.	Current Topics and Titles	Librarians	Beginning FY08/09	Adult Fiction, Adult Paperbacks, Adult DVDs, Adult CDs, Adult Audiobooks		Desire for information about popular culture and social trends. Desire for satisfying recreational experiences.	Percent of adults who indicated they "found something good to read, view, or listen to" during their visit.
Goal 6 Students (grades K-12) in Azusa and Agua Dulce will have access to the information and services they need to support, supplement, and enrich their formal education.	Formal Learning Support						
Objective 6.1: Annually, at least 1,000 students (grades K-12) will utilize the services of the Community Learning Center.	Formal Learning Support	Community Learning Center Staff, Librarians	Beginning FY07/08	Community Learning Center, Adult Reference, Adult Nonfiction, Juvenile Reference, Electronic Resources	Azusa-Agua Dulce Unified School District	Desire to succeed in school.	Number of students who use Community Learning Center services.
Objective 6.2: By FY08/09, at least 75% of the students (grades K-12) who use the library to find the information they need to support, supplement, and enrich their formal education will say that the library met their needs.	Formal Learning Support	Community Learning Center Staff, Librarians	Beginning FY08/09	Community Learning Center, Adult Reference, Adult Nonfiction, Juvenile Reference, Electronic Resources	Azusa-Agua Dulce Unified School District	Desire to succeed in school.	Percent of students who indicate on a survey that the library met their formal education needs.
Goal 7 All residents of Azusa and Agua Dulce will have access to a wide variety of services, programs, and materials that support lifelong learning.	Lifelong Learning						
Objective 7.1: Annually, the circulation of adult nonfiction materials will be 12,000.	Lifelong Learning	Librarians	Beginning FY07/08	Adult Nonfiction		Desire for information on a wide variety of topics	Circulation of Adult Nonfiction
Objective 7.2: Annually, the circulation of juvenile nonfiction materials will be 6,000.	Lifelong Learning	Children's Reference Librarian	Beginning FY07/08	Juvenile Nonfiction		Desire for information on a wide variety of topics.	Circulation of Juvenile Nonfiction
Objective 7.3: Each year, at least 100 adults and young adults will attend library sponsored or co-sponsored programs that support lifelong learning.	Lifelong Learning	Librarians	Beginning FY07/08			Desire for information on a wide variety of topics.	Number of adults and young adults attending programs