

**FONTANA LIBRARY &
RESOURCE TECHNOLOGY
CENTER**

Plan of Service

Table of Contents

I. EXECUTIVE SUMMARY – PLAN OF SERVICE.....	1
II. MISSION STATEMENT.....	3
A. COUNTY LIBRARY MISSION STATEMENT.....	3
B. FONTANA LIBRARY AND RESOURCE TECHNOLOGY CENTER MISSION STATEMENT.....	3
III. FONTANA LIBRARY GOALS AND OBJECTIVES	4
A. INTRODUCTION	4
1. Key Community Needs	4
2. Service Responses	5
B. GOALS AND OBJECTIVES	7
GOAL 1	7
1A. GENERAL LIBRARY SERVICES	7
Library Role	7
Needs Assessment Findings	7
1B. GENERAL INFORMATION.....	10
Library Role	10
Needs Assessment Findings	10
GOAL 2	13
2A. CURRENT TOPICS AND TITLES	13
Library Role	13
Needs Assessment Findings	13
2B. LIFELONG LEARNING.....	15
Library Role	15
Needs Assessment Findings	15
2C. BUSINESS AND CAREER INFORMATION	19
Library Role	19
Needs Assessment Findings	19
GOAL 3.....	22
3A. INFORMATION LITERACY	22
Library Role	22
Needs Assessment Findings	22
GOAL 4.....	24
4A. FORMAL LEARNING SUPPORT	24
Library Role	24
Needs Assessment Findings	24

GOAL 5	28
5A. BASIC LITERACY	28
Library Role	28
Needs Assessment Findings	28
5B. COMPUTER LITERACY	31
Library Role	31
Needs Assessment Findings	32
GOAL 6	35
6A. COMMONS	35
Library Role	35
Needs Assessment Findings	35
6B. LOCAL HISTORY AND GENEALOGY	38
Library Role	38
Needs Assessment Findings	38
IV. TYPES OF SERVICES TO BE OFFERED.....	40
GOAL 1	40
1A. GENERAL LIBRARY SERVICES	40
Staffing	40
Volunteers.....	42
Programming	42
Hours of Service	42
Collections and Resources	43
Community Services/Partnerships	46
1B. GENERAL INFORMATION	47
Staffing	47
Programming	47
Hours of Service	47
Collections and Resources	47
Community Services/Partnerships	47
GOAL 2	48
2A. CURRENT TOPICS AND TITLES	48
Staffing	48
Programming	48
Hours of Service	48
Collections and Resources	48
Community Services/Partnerships	49
Environment.....	49
2B. LIFELONG LEARNING	49
Staffing	49
Programming	49
Hours of Service	50
Collections and Resources	50
Community Services/Partnerships	50
2C. BUSINESS AND CAREER INFORMATION	51
Staffing	51

Programming	51
Hours of Service	51
Collections and Resources	51
GOAL 3	52
3A. INFORMATION LITERACY	52
Staffing	52
Programming	52
Hours of Service	52
Collections and Resources	52
GOAL 4	53
4A. FORMAL LEARNING SUPPORT	53
Staffing	53
Programming	53
Hours of Service	54
Collections and Resources	54
Community Services/Partnerships	55
GOAL 5	56
5A. BASIC LITERACY	56
Staffing	56
Programming	56
Hours of Service	57
Collections and Resources	57
Community Services/Partnerships	57
5B. COMPUTER LITERACY	57
Staffing	57
Programming	57
Hours of Service	58
Collections and Resources	58
Community Services/Partnerships	58
GOAL 6	59
6A. COMMONS	59
Staffing	59
Programming	59
Hours of Service	59
Collections and Resources	59
Community Services/Partnerships	60
6B. LOCAL HISTORY AND GENEALOGY	60
Staffing	60
Programming	60
Hours of Service	60
Collections and Resources	60
Community Services/Partnerships	61

V. HOW THE OVERALL PLAN OF SERVICE MEETS NEEDS OF RESIDENTS IN THE LIBRARY SERVICE AREA	62
A. GENERAL NEEDS.....	62
1. General Collection Needs	62
2. General Space Needs.....	62
3. General Programming Needs.....	63
Basic Literacy and English Learning.....	63
Computer Training	64
Career / Business	64
Informational Literacy	64
B. SPECIFIC POPULATION NEEDS	64
1. Parents.....	64
2. Spanish Language Speakers	65
3. Seniors.....	65
4. People with Disabilities	66
5. K-12 students	66
Homework Assistance	66
Basic Literacy	67
Computers and Computer Training.....	67
Children’s Needs	68
Young Adult Needs.....	68
Teachers.....	69
Other Joint Use Services	69
VI. JURISDICTION-WIDE SERVICES.....	70
VII. IMPLEMENTATION PLAN.....	72
A. IMPLEMENTATION ACTIVITIES.....	72
B. FUTURE PLANNING	75
VIII. TECHNOLOGY PLAN	76
A. Executive Summary.....	76
B. Integration of Technologies in Response to Service Needs.....	78
1. Specific Technology Needs.....	78
More Computers	79
More Internet Access.....	79
More Computer Training.....	79
Special Spaces for Computer Use and Training.....	79
More Resources for K-12 Students.....	80
More Audio Visual Materials	80

Online Databases	80
Other Technological Needs	80
C. Technology Goals and Services	82
Goal 1	82
Infrastructure Support	82
Computer Workstations and Peripherals	83
Workstation Areas	83
Spanish Language Access Computers	83
Computers for People with Disabilities	84
Other Computer Peripherals	84
Servers	84
Cabling and Networking	84
Multimedia	85
Library Catalog	85
Other Technology	85
Software Applications	85
Study and Meeting Rooms	86
Potential for Future Expansion	86
Goal 2	87
Websites	87
Databases	87
Goal 3	89
Staff and Volunteer Training	89
Computer Literacy	89
Information Literacy	89
Other Services	90
D. How Technologies Meet the Needs of K-12 Students	90
Goal 4	90
Computer Workstations	90
Databases	91
Websites	92
Student Programs	92
Family Education Programs	94
Teacher Education Programs	95
E. Future Technology Planning	95

I. Executive Summary – Plan of Service

The new Fontana Library and Resource Technology Center is designed to serve as a regionally-significant Library, as well as a community gathering center and major resource for the Fontana community. As such, the Library will feature a wide range services that are indicated by Needs Assessment findings, starting June 1, 2007.

Goal 1: The Fontana community will have equal access to information and resources in the Library as well as remote access from home, school or business.

Needs: Library users expressed a need that the Library have more open hours; access to seniors, disabled clients; with more materials and electronic resources in English and Spanish; designated places for quiet and group study; and a friendly and helpful staff.

Implementation: The Library will be accessible to all patrons and open 55 hours/week including Sundays, collect and maintain a large and diverse collection of materials in English and Spanish, include Spanish language and disabled access computers, provide friendly service, include spaces for quiet and group study, and provide electronic resources that can be accessed remotely online.

Goal 2: People of all ages in Fontana will have the resources and services to enhance their personal, recreational, business, career and lifelong learning goals.

Needs: Library users indicated a need for more books on a wide range of current topics with more programs, such as book discussion groups and author appearances; lifelong learning opportunities, such as book clubs, and reading programs for all ages; career information for students and adults; and more business reference materials.

Implementation: The Library will maintain a collection that addresses the current topic interests of the Fontana community; offer cultural programs for teachers, parents, adults and seniors in Spanish and English; provide age-appropriate and high interest programs for clients of all ages; cultivate new readers; and maintain a Career Center.

Goal 3: The Fontana community will be able to access information utilizing the most current technology within the Library or from remote locations.

Needs: Needs Assessment findings indicated that Library users doing research for any purpose need to efficiently locate and evaluate information, in print or online.

Implementation: The Library will provide more access to the entire range of electronic resources from more Library computers; offer computer informational literacy training classes or individual instruction from volunteers and staff; and train staff and volunteers on computer skills, software, evaluation of information resources.

Goal 4 (K-12 Students): The children and young adults of Fontana will have the resources and services they require to augment their educational needs.

Needs: The community expressed a strong need for a homework assistance center, quiet study rooms, and rooms designated for student group projects.

Implementation: The Library will provide joint-use services with Fontana Unified School District; homework support services in the Homework Center; organize and facilitate the Homework Clubs; coordinate book delivery service with local School District; provide designated places for individual and group study; offer the Library auditorium, meeting rooms for enrichment activities; maintain a curriculum-support collection for students; provide electronic reference databases for students; and host orientation sessions.

Goal 5: Fontana adults and families will have the opportunity to participate in literacy tutoring to improve their literacy and computer skills.

Needs: The Community Needs Assessment documented a need for computer and internet access and training in Spanish and English and for the disabled and visually impaired; and a need for English Improvement classes and materials for all ages.

Implementation: The Library will facilitate computer assisted literacy and English learning instruction for all of its clients, such as the Community-Based English Tutoring Program; train literacy volunteers, and School District personnel to foster literacy instruction; offer reading groups and book clubs to foster English learning; provide access to the entire range of electronic resources, in English and Spanish, throughout the Library; and offer various levels of computer training for all of its clients, staff, and volunteers, in individual or group settings.

Goal 6: The Fontana community will benefit from a dynamic Library environment that encourages and develops a sense of community and recognizes its cultural and historical heritage.

Needs: Many Library users indicated the need for more meeting space for community and business groups, as well as space for group study projects, educational programs, and socializing; separate space and programs for teens and children; more books on history and genealogy, as well as a special room and research assistance in these areas.

Implementation: The Library will meet these needs of Library users by providing a variety of community meeting spaces such as an auditorium, large meeting rooms and small group study rooms; cultivate a commons environment with the Friends of the Library coffee/snack bar, used bookstore; provide spaces for young adults in a “café environment” booth area; provide spaces for children in the Children’s Library; plan cultural programs in local history and genealogy, featuring local historians; and provide website links to historical and genealogical sites

Technology Goals: The Fontana Library will use current technology with room for future expansion; provide access from remote locations; train patrons in computer skills; and provide opportunities for K-12 students to enhance their academic achievement.

Needs: The Community Needs Assessment clearly indicated the need for additional computers, internet access, adaptive technology, multiple databases, a place within the library for instructional training, and remote access from any PC location.

Implementation: The Library will offer more training and access to more computers and the internet in the 252 computers throughout the Library as well as in the Computer Center.

II. Mission Statement

A. COUNTY LIBRARY MISSION STATEMENT

The San Bernardino County Library will provide equal access to information services and materials for all people of the County of San Bernardino. The Library will actively promote its information services, materials and programs for the informational, educational, cultural and recreational needs of all residents of San Bernardino County.

B. FONTANA LIBRARY AND RESOURCE TECHNOLOGY CENTER MISSION STATEMENT

The City of Fontana reviewed the County Library mission statement and determined that County statement fulfilled the City's vision for the new Fontana Library. The City of Fontana has adapted the County Library mission for the new Fontana Library as follows.

The Fontana Library and Resource Technology Center will provide equal access to information services and materials for all people of the City of Fontana. The Library will actively promote its information services, materials, and programs for the informational, educational, cultural, recreational, and technology needs of all residents of Fontana.

III. Fontana Library Goals and Objectives

A. INTRODUCTION

1. KEY COMMUNITY NEEDS

This Plan of Service for the Fontana Library and Technology Resource Center was developed based on extensive findings from the Needs Assessment process conducted by the San Bernardino County Library system. The Needs Assessment process resulted with a list of key needs that were used to guide the development of library service roles, goals, and objectives.

These key community needs were:

- A larger library, with better parking facilities and disability access.
- A place for the community to meet, study, read, attend programs, and obtain information.
- More print, electronic, and audio-visual materials, including materials for homework assignments, Spanish speakers, general interest research, career development, and recreation.
- Space for learning support for students, adults, and seniors.
- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.
- Easy-to-use technology with more computers, internet access, electronic databases, software applications, links to reliable internet resources, and remote access to online resources.
- Computer workstations with Spanish language capability.
- Training and one-on-one assistance for computer use, homework, research, and literacy development.
- Friendly, helpful, knowledgeable, and well-trained staff.
- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.

Explanation of Needs Assessment Findings

During the Needs Assessment process, community members were surveyed regarding their needs in reference to the old Fontana Library building. While the Fontana Library is now located in another, temporary leased facility, many of the needs assessment comments are still applicable. This new temporary facility is slightly larger than the old library building at 20,000 square feet as compared to 13,058 square feet. However, it is still very inadequate for a service population of 145,800, for which a facility of about 100,000 square feet was recommended in the County Master Plan. Throughout the document, the needs cited in support of each service response are taken from this Needs Assessment work with the old library facility.

2. SERVICE RESPONSES

The new Fontana Library will be the largest branch in the San Bernardino County system and serve as one of two regional reference libraries. The Library is primarily intended to meet the needs of the Fontana community and used extensive input from the Needs Assessment in the design of its services and programs. It is primarily designed to serve the Fontana community. Secondly, it is also designed as a regional resource to other neighboring communities, which will either have no library branch or a smaller community facility. The breadth of services of the new Fontana Library is designed to accommodate its role as one of the main libraries within the County system.

In response to key identified needs in the Needs Assessment and in consideration of the Library's role as a regional resource, the Library developed a set of six goals and eleven service roles.

GOAL 1: The Fontana community will have equal access to information and resources in the Library as well as remote access from home, school or business.

Service Roles:

General Library Services, General Information

GOAL 2: People of all ages in Fontana will have the resources and services to enhance their personal, recreational, business, career and lifelong learning goals.

Service Roles: Current Topics and Titles, Lifelong Learning, Business and Career Information

GOAL 3: The Fontana community will be able to access information utilizing the most current technology within the Library or from remote locations.

Service Role: Information Literacy

GOAL 4: The children and young adults of Fontana will have the resources and services they require to augment their educational needs.

Service Role: Formal Learning Support

GOAL 5: Fontana adults and families will have the opportunity to participate in literacy tutoring to improve their literacy and computer skills.

Service Roles: Basic Literacy, Computer Literacy

GOAL 6: The Fontana community will benefit from a dynamic Library environment that encourages and develops a sense of community and recognizes its cultural and historical heritage.

Service Roles: Commons, Local History and Genealogy

B. GOALS AND OBJECTIVES

GOAL 1

The Fontana community will have equal access to information and resources in the Library as well as remote access from home, school or business.

Service Roles:

- 1A. General Library Services**
- 1B. General Information**

1A. GENERAL LIBRARY SERVICES

Library Role

The new Fontana Library and Resource Technology Center will serve as a primary “Resource Center” for the San Bernardino County Library system and, as such, will house the largest collection of materials in a variety of formats. Additionally, it will house a special collection of reference materials to provide reference service to other branch libraries within the County Library system.

Needs Assessment Findings

Identified community needs for General Library Services included:

- **Community members suggested that the new Library have convenient open hours, including hours on Sunday.** Participants in several of the Needs Assessment focus groups and surveys mentioned this need, including about a third of those responding to the Countywide Online Survey, while over 30% of the respondents to the General Survey indicated a specific need for Sunday hours. Moreover, the Superintendent of the Fontana Unified School District, in a key informant interview, suggested that the Fontana Library could use long open hours, since it averages 1,200-1,500 transactions per day. Library planners responded to this community need by planning 55 open hours at the new Library, including five hours on Sundays.
- **Community members want more fiction and non-fiction books, videos, music CDs, journals, magazines, large-print books, and books on tape - in English and in Spanish.** The Community Needs Assessment documented a resounding consensus that the new Library should have a large collection of materials in all formats. The vast majority of those surveyed indicated that the new Library should have a larger

collection of both books and videos. For example, 91% of the respondents to Fontana's Mail Survey stated that they wanted more books and materials. At least half of the students (grades 6-12) who responded to the Student Survey cited a need for more books and music CDs, while over a third wanted more videos. Responses to the Spanish-speaking Library Users Survey indicated the need for a larger Spanish language collection of both fiction and non-fiction books and magazines. In response to these stated needs, Library planners have planned a collection to create a city-wide 2.3 per materials per capita, which translates into 255,908 materials at the new Fontana Library. Spanish language materials have been increased by 651%.

- **Community members want designated places for quiet and group study.** Several of the focus group discussions mentioned a noise problem in the Library and a need for quiet areas in which to read, study, or do homework. Several of the surveys also revealed this need. For example, 59% of the 270 Library patrons who answered the City's Mail Survey said they want more study rooms, as did 38% of respondents to the General Survey. Of the 413 respondents to the Student Survey, 24% said they wanted more quiet study rooms. Library planners considered these community needs in their plans for quiet and group study rooms in the new Library.
- **Community members need friendly and helpful service.** The Needs Assessment research documented that patrons used the old Fontana Library building for many reasons. Primary reasons were to find a particular book they have heard about and for research. Library patrons often need assistance from Library staff to efficiently locate the materials and information they are seeking. For example, 56% of the Library patrons who answered the Mail Survey said they use the Library to do research or get help from the librarians. Participants in the Young Adults Focus Group cited a need for more staff to assist them in locating what they need at the Library. Plans for the new Library include adequate staffing levels and information literacy training for Library staff.
- **Community members who are seniors, people with disabilities, and Spanish-speaking need equal access to Library resources.** Needs Assessment findings indicated that certain populations of Library patrons needed special access to the Library's resources. The Physically and Mentally Challenged focus group cited better wheelchair access to and within the Library. Census data showing that 20% of the City's Hispanic population (11% of the City's population) with limited or no English skills confirm the need for additional Spanish-language materials and assistance at the Library. Seniors cited a need for large print books. The Library planners will satisfy these needs by incorporating ADA computer access to disabled patrons. For Spanish speakers, the Library will have a

bilingual staff. Large print books will be acquired and maintained. The Library will conduct outreach to these service populations.

General Library Services Objectives

1A.1. Provide at least 55 hours of service per week at times convenient to patrons: Monday and Tuesday – 12-8, Wednesday – 10-8, Thursday and Friday – 10-6, Saturday – 9-5, Sunday – 12-5.

Service indicators: hours of service, user and non-user surveys

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.

1A.2. Collect and maintain a variety of media that is responsive to patron needs and exceeds minimum per capita requirements.

- **Adult fiction collection**
- **Spanish language materials**
- **Regional Reference collection**
- **Children’s and Young Adult materials**
- **Student materials**
- **Audio/visual materials**

Service indicators: acquisition statistics, collection development statistics, circulation statistics

Community Needs Met

- More print, electronic, and audio-visual materials, including materials for homework assignments, Spanish speakers, general interest research, career development, and recreation.

1A.3. Provide friendly and helpful service to patrons.

Service indicators: user surveys

Community Needs Met

- Friendly, helpful, knowledgeable, and well-trained staff.

1A.4. Conduct outreach to special groups, such as seniors, limited-English Spanish speakers, people with disabilities, and other underserved populations to ensure access to Library services.

- **Residents of senior care facilities and assisted living facilities for the disabled will be served through outreach activities that bring books and reading discussion series to them.**
- **Limited-English Spanish speakers will be served through bilingual staff and a broad-based Spanish language collection.**

Service indicators: contacts developed, sites visited, user surveys

Community Needs Met

- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.

1A.5. Provide designated places for quiet and group study, equipped with access to computer resources.

Service indicators: Library use statistics, user surveys

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.

1B. GENERAL INFORMATION

Library Role

The Library will meet patron needs for information and provide answers to questions on a broad array of topics related to work, school and personal life. General information services will be offered to patrons of all ages, from preschoolers to seniors. The Library will house a special collection of reference materials to provide reference service to other branch libraries within the County Library system.

Needs Assessment Findings

Identified community needs for General Information included:

- **The Library needs more research and reference materials, in both English and Spanish, including electronic resources.** The Needs Assessment revealed a strong consensus need for the new Library to have a strong research and reference collections and capacity. Specifically, participants in the young adult focus group mentioned that the old Fontana Library building did not have enough history, other non-fiction books and journals needed for classroom assignments, while participants in the Business Focus Group said they needed more business and career reference resources at the Library and accessible remotely.

Participants in the mixed adults focus group stated that they use the Library to read and research school assignments and personal interests; they cited a lack of reference materials and research databases as a key weakness of the Library. Moreover, respondents to the Spanish-speaking Library Users Survey indicated a need for Spanish-language reference help and research assistance, both in the use of hard copy and computer resources. In response to these strongly stated community needs, the new Library's reference collections and services were developed, including remote access to Library resources around the clock.

General Information Objectives

1B.1. Answer reference services questions in-person and via telephone, fax, and email.

Service indicators: user surveys, types of reference requests

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- Friendly, helpful, knowledgeable, and well-trained staff.

1B.2. Develop print and electronic reference aids and guides to the collections.

Service indicators: collection development statistics, user evaluations regarding guides

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information

1B.3. Maintain computers with English and Spanish-language access to electronic resources.

Service indicators: user evaluations, computer usage logs

Community Needs Met

- Computer workstations with Spanish language capability

1B.4. Offer remote access to information, including shared electronic access to local school databases, on a 24/7 basis through a web-based reference service.

Service indicators: website use statistics

Community Needs Met

- Easy-to-use technology with more computers, internet access, electronic databases, software applications, links to reliable internet resources, and remote access to online resources.

GOAL 2

People of all ages in Fontana will have the resources and services to enhance their personal, recreational, business, career and lifelong learning goals.

Service Roles:

2A. Current Topics and Titles

2B. Lifelong Learning

2C. Business and Career Information

2A. CURRENT TOPICS AND TITLES

Library Role

The Library will select and maintain a collection of current books, audio books, e-books, compact discs, DVDs, video recordings, magazines and newspapers for adults, young adults, and children that fulfill patron needs for information about popular cultural and societal trends. These materials will meet patrons' desire for satisfying recreational experiences.

Needs Assessment Findings

Adults, children, and youth use the temporary library facility for recreation, including borrowing and reading books and magazines; checking out videos, audio books, DVDs, and CDs; and using computers to research personal interests and hobbies.

Identified community needs for Current Topics and Titles included:

- **Community members want more books on a wide range of current topics and titles.** Various community members mentioned they would like to see more titles in fiction and non-fiction, non-fiction texts and journals to help students complete school assignments, books that help one learn English, popular titles in Spanish and English and large-print books. For example, among respondents to the Spanish-speaking Library Users Survey, a majority said they liked books by Hispanic authors and used the Library for wide range of current interest topics, including computers, animals, history, and cooking. Participants in the mixed adults focus group said they want more biographies, books to learn English, picture books for children, and books for history and genealogy research. Participants in the two senior focus groups were also concerned about vision problems and the need for large-print books as well as books on tape. The new Library's collection will include a wide range of popular

fiction and non-fiction titles, including those in Spanish, on tape, and in large print.

- **Community members would like to see a bookstore at the Library.** Of the respondents to the City's Mail Survey, 42% said they would like to have a bookstore available at the Library. The idea of a bookshop (or book sales area) was raised in the mixed adults focus group as well. The new Library will include the Friends of the Library bookstore in response to this community need.
- **Library users want more current topics programs, such as book discussion groups and author appearances.** The mixed adults focus group participants indicated a desire for such programs as guest speakers on teen topics and author readings. The Women's Club informal discussion participants indicated a desire for children's programs and a book club for adults. Library planners responded to these stated needs by ensuring that the new Library programming includes book groups, author presentations, and special programs for young children and teens.

Current Topics And Titles Objectives

2A.1. Select and maintain a collection that addresses the current topic interests of the Fontana community.

Service indicators: acquisition statistics, collection development statistics, circulation information, user surveys

Community Needs Met

- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.
- More print, electronic, and audio-visual materials, including materials for homework assignments, Spanish speakers, general interest research, career development, and recreation.

2A.2. Organize and offer cultural programs (e.g. book discussion groups, author appearances) for adults and seniors that strengthen their understanding of current societal trends.

Service indicators: Number of attendees, participant evaluations, Number of programs offered

Community Needs Met

- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.

2A.3. Support patron’s current topic interests by creating and using Reader’s Advisory services including:

- **A sophisticated database such as the “What Do I Read Next?” or “Novelist”.**
- **Bookmarks to the most popular areas of the fiction and genre collections.**
- **Age-appropriate bibliographies taking advantage of current trends such as “If you like Harry Potter, try these authors ...”**

Service indicators: acquisitions statistics, number of bibliographies created, usage statistics, user surveys

Community Needs Met

- A Library to spark children’s interest, capture the spirit of young adults and encourage lifelong learning for all people.

2A.4. Improve access to “owned” reading material by providing space to support Friends’ used book sale to provide low-cost materials.

Service indicators: sales information, patron requests

Community Needs Met

- More print, electronic, and audio-visual materials, including materials for homework assignments, Spanish speakers, general interest research, career development, and recreation.
- Space for learning support for students, adults and seniors.

2B. LIFELONG LEARNING

Library Role

The Library will provide lifelong learning opportunities by assisting patrons with personal growth needs. The Library will select and maintain a collection of circulating materials, including Spanish-language materials, on a wide variety of topics that have long-term patron interest in mind. While lifelong learning is a service that applies to people of all ages, special efforts will be made to introduce very young children to the joys of reading, as the connection between parental involvement in reading with preschoolers and early literacy is well-documented.

Needs Assessment Findings

Identified community needs for Lifelong Learning included:

- **Community members indicated the need for lifelong learning opportunities, which can be provided by educational programs, book clubs, and reading programs for all ages.** The Women’s Club informal discussion participants indicated a desire for children’s programs and a book club for adults. Key informant Mike Bement, Fontana Unified School District Director of Media and Public Information, stated that the community needs additional Adult Education programs. Some of the School District administrators and Library staff who were interviewed said that the Library should help community members expand their knowledge of world affairs and instill in them the joy of reading fiction and classic literature. Discussions with Chaffey College staff indicated an interest in educational programming in collaboration with higher education. In response, Library planners developed lifelong learning objectives to satisfy broad-based community needs.
- **Library resources are needed to support school curriculum.** School administrators who were interviewed as part of the Needs Assessment indicated that the Library needs to maintain up-to-date school curriculum materials to assist teachers in the preparation of classroom lesson plans, tests, and homework assignments. The following objectives to assist teachers were developed in response to this particular need.

Lifelong Learning Objectives

2B.1. Adults

- **Organize and offer programs for adults and seniors on topics of personal interest such as health or personal finance.**
- **Create and use Pathfinders to guide patrons to the most popular areas of the non-fiction collections.**
- **Offer a variety of workshops and seminars in conjunction with nearby colleges on topics that encourage reading and discussion.**

Service indicators: number and type programs offered, program evaluations, bookmarks created and distributed

Community Needs Met

- A Library to spark children’s interest, capture the spirit of young adults and encourage lifelong learning for all people.
- Space for learning support for students, adults and seniors.
- Training and one-on-one assistance for computer use, homework, research, and literacy development.

2B.2. Preschoolers

- **Host weekly storytimes for preschoolers and their parents and caregivers to promote the joy of books and reading.**

Service indicators: number of storytimes offered, topics suggested by patrons, user evaluations

Community Needs Met

- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.

2B.3. Children (ages 6-11)

- **Present and organize a Summer Reading Program for children.**

Service indicators: number of participants, user feedback

Community Needs Met

- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.

2B.4. Young Adults (ages 12-18)

- **Organize and facilitate a Teen Council to guide Library-sponsored activities for young adults, such as a Teen Drama program in the auditorium.**
- **Present and organize a Teen Summer Reading Program.**

Service indicators: number of members, number of performances, direction from Teen Council, user feedback

Community Needs Met

- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.

2B.5. Spanish-Speaking

- **Develop and implement programs in Spanish that address the interest expressed by Spanish-speaking patrons, such as health or cooking.**

Service indicators: number of programs, participant evaluations

Community Needs Met

- More print, electronic, and audio-visual materials, including materials for homework assignments, Spanish speakers, general interest research, career development, and recreation.

2B.6. Families

- **Create and maintain reading lists for parents and caregivers on resources for their babies, toddlers and pre-schoolers.**
- **Create and implement the Fast Forward Reading program for families to encourage school-age children to read for knowledge as well as entertainment.**
- **Provide programs, such as the Prime Time Family Reading Time - a humanities-based reading and discussion group for parents and children - to improve families' understanding of children's literature and storytelling.**

Service indicators: Number of brochures created and distributed, number of programs, attendance, participant evaluations

Community Needs Met

- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.
- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

2B.7. Teachers

- **Conduct quarterly workshops for teachers that highlight Library resources in support of school curriculum.**
- **Host local School District required teacher training activities in support of children's education.**

Service indicators: number of workshops and participants, participant feedback

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.

2B.8. Disabled

- **Provide adaptive technology products such as Clearview 317XL and Zoomtext to facilitate access for the disabled.**

Service indicators: number of users, user feedback

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- Easy-to-use technology with more computers, internet access, electronic databases, software applications, links to reliable internet resources, and remote access to online resources.

2C. BUSINESS AND CAREER INFORMATION

Library Role

The Library's business and career services will meet patron needs for work, entrepreneurship, personal finance, and employment information and materials. The Career Center will focus on needs of students seeking to begin their careers and adults who seek to improve their employment conditions.

Needs Assessment Findings

Identified community needs for Business and Career Information included:

- **Community members indicated a need for career information for students and adults and more business reference materials for business owners, in print, online, and Spanish.** Participants in the business focus group voiced the need for business reference resources, both online and in the Library. Students and adults stated their need for career information. School administrators interviewed stated that the Library should provide a place where students can build their futures and get the technology education and access that will qualify them for careers. Plans for a Career Center at the Library to assist both businesses and jobseekers were created in response to these needs. Spanish-speaking business owners cited their need for materials including information on regulations and business practices.

Business And Career Information Objectives

- 2C.1 Provide and maintain a Career Center with print, non-print and electronic resources for patrons to obtain job, career, and college education information in order to assess and pursue vocational and career choices.**

Service indicators: number of PR contacts made, number of users

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.

- 2C.2. Answer business or career related questions in-person and via telephone, fax, and email.**

Service indicators: reference statistics, user feedback

Community Needs Met

- Friendly, helpful, knowledgeable, and well-trained staff.

- 2C.3. Collect and maintain business and trade journals to assist patrons with their career needs.**

Service indicators: patron requests, collection statistics

Community Needs Met

- Easy-to-use technology with more computers, internet access, electronic databases, software applications, links to reliable internet resources, and remote access to online resources.

- 2C.4. Develop and maintain Pathfinders on career and business topics such as “Writing a Resume” or “Running the Home-based Business.”**

Service indicators: collection development statistics, user feedback, patron requests

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.

- 2C.5. Provide business information for the businesses community, such as ready reference and in-depth search responses via telephone, fax or e-mail, especially for those who are Spanish-speaking business owners.**

Service indicators: number of contacts in Hispanic-owned business community, reference statistics, user evaluations

Community Needs Met

- More print, electronic, and audio-visual materials, including materials for homework assignments, Spanish speakers, general interest research, career development, and recreation.
- A place for the community to meet, study, read, attend programs, and obtain information.

2C.6. Provide database products addressing business community needs, such as Reference USA, the IRS/Small Business Administration “How to Run a Business,” and personal finance databases such as Valueline.

Service indicators: acquisitions statistics

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.

GOAL 3

The Fontana community will be able to access information utilizing the most current technology within the Library or from remote locations.

Service Role:

3A. Information Literacy

3A. INFORMATION LITERACY

Library Role

The Library will address the need for skills related to finding, evaluating, and using information effectively using current technology. Patrons will be able to use specially-designed Library training rooms and gain access to instructional technologies that will teach them how to find and evaluate information in a variety of formats, including internet resources and electronic databases.

Needs Assessment Findings

Identified community needs for Information Literacy included:

- **Library users doing research for any purpose need to efficiently locate and evaluate information.** Although community members did not specifically ask for information literacy services, this need is implied in all of the findings that speak to the need for more reference materials, research assistance, and training in computer and internet use. Library users identified the need for help using online resources and research databases, more computer and internet access and assistance, and more computer training at several levels of competency. Participants in all of the stakeholder focus groups (representing adults, teens, at-risk youth, seniors, businesses, Spanish-speakers, and people with disabilities) indicated a need for computer and/or internet training and assistance doing research or using reference resources. In response to this strong community demand, the following service objectives were developed to increase access to reference materials and electronic resources, as well as to offer training and one-on-one assistance in methods for seeking and assessing information.

Information Literacy Objectives

- 3A.1. Provide more access to the entire range of electronic resources (e.g. databases, internet, catalog) from more Library computers.**

Service indicators: electronic resource usage statistics, user surveys

Community Needs Met

- Easy-to-use technology with more computers, internet access, electronic databases, software applications, links to reliable internet resources, and remote access to online resources.

- 3A.2. Offer training classes or individual instruction from volunteers and staff for patrons to learn skills for finding, evaluating, and using information effectively.**

Service indicators: user feedback, number of workshops or instruction sessions

Community Needs Met

- Training and one-on-one assistance for computer use, homework, research, and literacy development.
- Easy-to-use technology with more computers, internet access, electronic databases, software applications, links to reliable internet resources, and remote access to online resources.
- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

- 3A.3. Train staff and volunteers on computer skills, software, evaluation of information resources, and how people seek and process information to better assist patrons in learning information literacy skills.**

Service indicators: number of workshops offered, participant feedback

Community Needs Met

- Friendly, helpful, knowledgeable, and well-trained staff.

GOAL 4

The children and young adults of Fontana will have the resources and services they require to augment their educational needs.

Service Role:

4A. FORMAL LEARNING SUPPORT

4A. FORMAL LEARNING SUPPORT

Library Role

The Library will meet the need for students to attain their educational goals, with a focus on K-12 students. Library activities and materials will support the curricular objectives of local educational institutions.

Needs Assessment Findings

Identified community needs for Formal Learning Support included:

- **The community expressed a strong need for a homework assistance center, quiet study rooms, and rooms designated for student group projects.** Sixty-one percent of the Mail Survey respondents indicated a desire for a homework center, and 59% wanted more study rooms. In the Student Survey, 30% wanted a homework center and 24% wanted more quiet study rooms. Participants in the Young Adults Focus Group said that they use the Library to do homework, some of which are group projects. They would like quiet study rooms; meeting rooms for group projects; and a homework center with peer tutoring. Moreover, several key informants interviewed (including Dr. Brown of the Rialto School District and Christine Willis of Chaffey College) cited a need for formal learning support at the Library. Library planners responded to these stated needs by developing plans for a structured after-school academic enrichment program; a homework center that provides age-appropriate homework clubs and one-on-one tutoring/homework assistance; designated spaces for individual and group study; book delivery services to/from schools; and increased Library resources (and training on how to use them) to support students' academic needs.

Formal Learning Support Objectives

- 4A.1. Host the Fontana Middle School's 21st Century Community Learning Program, an after-school education and enrichment program.**

Service indicators: number of users, participant evaluations

Community Needs Met

- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

- 4A.2. Provide individual homework support services in the Homework Center, with additional teacher and Library staffing during peak weekday, after-school hours.**

Service indicators: hours of service, number of users, user evaluations

Community Needs Met

- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.
- Friendly, helpful, knowledgeable, and well-trained staff.

- 4A.3. With the local School District, organize and facilitate the Children's Homework Club and the Teen Homework Club that emphasize group assignments and study.**

Service indicators: hours of service, number of users, user evaluations

Community Needs Met

- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

- 4A.4. Provide the Parents-as-Teachers Program with the local School District to prepare parents and caregivers with children age 0-5 to support their children's development.**

Service indicators: number of users, participant evaluations

Community Needs Met

- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

4A.5. Coordinate book delivery service with local School District so that students and school personnel who reserve and order books can have them delivered to the schools.

Service indicators: books delivered, number and type of requests made

Community Needs Met

- More print, electronic, and audio-visual materials, including materials for homework assignments, Spanish speakers, general interest research, career development, and recreation.

4A.6. Provide designated places for individual and group study for students, equipped with access to computer resources.

Service indicators: number of users, user surveys

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.

4A.7. Offer the Library auditorium, meeting rooms and conference rooms for student and teacher enrichment activities (e.g. theater, music, presentations).

Service indicators: types of auditorium events, user feedback

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.

4A.8. Collect and maintain books and other Library materials as a curriculum-support collection for students to answer homework-related questions.

Service indicators: collection development statistics

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- More print, electronic, and audio-visual materials, including materials for homework assignments, Spanish speakers, general interest research, career development, and recreation.

4A.9. With the local School District, provide electronic reference databases for students such as Gale’s Biography Resource Center, Big Chalk, and Grolier’s On-line Resources.

Service indicators: website evaluations, acquisitions statistics

Community Needs Met

- Easy-to-use technology with more computers, internet access, electronic databases, software applications, links to reliable internet resources, and remote access to online resources.
- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

4A.10. Create Pathfinders for specific information needs, such as a “Science Projects” bibliography for grades five to eight or a “California Missions” bookmark for fourth graders.

Service indicators: number of pathfinders, number of users, patron requests

Community Needs Met

- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

4A.11. Host Library orientation sessions for school classes or individuals to introduce them to the Library’s print, audio/visual, reference and electronic resources and Library programs.

Service indicators: orientations offered, user feedback

Community Needs Met

- A Library to spark children’s interest, capture the spirit of young adults and encourage lifelong learning for all people.

GOAL 5

Fontana adults and families will have the opportunity to participate in literacy tutoring to improve their literacy and computer skills.

Service Roles:

5A. Basic Literacy

5B. Computer Literacy

5A. BASIC LITERACY

Library Role

The Library will provide a learning environment, specialized materials, and access to trained tutors to help patrons reach their personal literacy goals. The Library will provide specially-designed facilities and access to instructional technologies that enhance the effectiveness of tutoring efforts.

Needs Assessment Findings

Identified community needs for Basic Literacy included:

- **Demographic data and the Community Needs Assessment documented a need for English Improvement classes and materials, one-on-one assistance, and reading assistance for all ages.** The City's overall education levels, adult literacy rates, and student test scores are lower than statewide and national averages. Eleven percent of Fontana residents speak no or little English, and thirty-five percent of students are designated as English language learners.
- These data support findings from the Community Needs Assessment revealing a common need for literacy classes and other assistance. For example, 43% of respondents to the School Personnel Survey expressed a need for a student literacy center. In addition, many of the focus group participants voiced a need for additional literacy classes with individual tutoring and test preparation. The general need for Hispanic children to improve their English speaking and reading skills was emphasized in a key informant interview with Linda Gonzales of the Latino Business Alliance. Not all who expressed this need were non-native English speakers; participants in the at-risk youth focus group (some of whom were native-born) said they needed help to improve their reading skills. School District administrators expressed needs for program development to address reading comprehension, reading literacy, and language skills.

Library planners took this community input in designing the following basic literacy objectives to address the needs for more literacy training, one-on-one assistance, and Library resources, including computer-based literacy materials.

Basic Literacy Objectives

- 5A.1. Conduct outreach to potential student and adult learners to help them identify the program, educational level, and type of classes they need to reach their literacy goals.**

Service indicators: number of outreach contacts made, participant identification of literacy goals

Community Needs Met

- Space for learning support for students, adults and seniors.
- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

- 5A.2. Conduct English Improvement classes for adult learners to improve their English skills and to support English language test preparation.**

Service indicators: number of users, user surveys

Community Needs Met

- Space for learning support for students, adults and seniors.

- 5A.3. Offer K-12 students who are below grade level in English skills individual and family literacy services.**

Service indicators: number of users, user surveys

Community Needs Met

- Space for learning support for students, adults and seniors.
- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

- 5A.4. Provide individual and group tutoring in the Literacy Center for parents, caregivers, and other adults seeking to improve their literacy skills.**

Service indicators: hours of service, number of users, improvement in literacy skills

Community Needs Met

- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

5A.5. Host the local School District's Community-Based English Tutoring Program at the Library with parents and caregivers who seek to support their children's formal learning.

Service indicators: hours of service, number of users

Community Needs Met

- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

5A.6. Provide the LITE (Literacy, Information, Technology and Education) program for parents and caregivers with children up to age five to learn information and literacy skills.

Service indicators: hours of service, number of users

Community Needs Met

- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

5A.7. Collect and maintain high-interest, low-vocabulary materials for literacy learners.

Service indicators: collection development statistics, patron requests, circulation statistics

Community Needs Met

- Space for learning support for students, adults and seniors.
- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

5A.8. Provide specialized computer software to supplement the interaction between literacy learners and tutors.

Service indicators: number of users, user feedback, user requests

Community Needs Met

- Training and one-on-one assistance for computer use, homework, research, and literacy development.

- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

5A.9. Train literacy volunteers and provide them with literacy teaching materials, such as workbooks and controlled vocabulary texts.

Service indicators: number of volunteers trained, volunteer feedback

Community Needs Met

- Friendly, helpful, knowledgeable, and well-trained staff.
- More print, electronic, and audio-visual materials, including materials for homework assignments, Spanish speakers, general interest research, career development, and recreation.

5A.10. Train School District personnel regarding low-level literacy teens and resources the Library offers to this group.

Service indicators: number of workshops offered, topics in training

Community Needs Met

- Space for learning support for students, adults and seniors.
- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

5A.11. Establish a reading group to encourage new adult readers to discuss literature and write family stories.

Service indicators: number of members, participant evaluations

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- Space for learning support for students, adults and seniors.
- Space for a computer center, homework center, and literacy center for resources and services to augment the school curriculum and assist other patrons.

5B. COMPUTER LITERACY

Library Role

The Library will address the need for skills related to using computer technology, especially for Library-related activities. The Library and City staff will teach basic computer skills, including internet training and access. The Library will also train

people to utilize their home computers to access Library-provided information via the County Library System's homepage and linked resources.

Needs Assessment Findings

Identified community needs for Computer Literacy included:

- **The Community Needs Assessment revealed a strong consensus about the need for more computer and internet training, more electronic/online reference materials and research databases, Spanish-language computers, and computer assistance for the disabled and visually-impaired.** The need for more computers and internet access arose in nearly every survey, focus group, informal group discussion, and key informant interview. For instance, about a third of Student and General Survey respondents said they use the Library to gain internet access. Various focus group participants raised the need for computer training and the need to take into consideration some patrons' physical challenges including vision impairments. The predominantly Hispanic participants in the Family Fun Night focus groups and the International Day Festival wanted more computer training and computers with Spanish language access. Moreover, several key informants mentioned the need for technology training to build the competence of the community's students and adults. In response to these widely expressed needs, Library planners developed the following computer literacy objectives, including multi-level technology training classes, self-guided instructional materials, and one-on-one tutoring and assistance.

Computer Literacy Objectives

5B.1. Provide more access to the entire range of electronic resources throughout the Library on more computers.

Service indicators: web site evaluations

Community Needs Met

- Easy-to-use technology with more computers, internet access, electronic databases, software applications, links to reliable internet resources, and remote access to online resources.

5B.2. Provide Spanish language access on 25 computers in the Computer Center and throughout the Library.

Service Indicators: computer usage statistics, user feedback

Community Needs Met

- Easy-to-use technology with more computers, internet access, electronic databases, software applications, links to reliable internet resources, and remote access to online resources.

5B.3. Customize designated computers with accessibility features for patrons with disabilities.

Service Indicators: computer usage, patron requests

Community Needs Met

- Easy-to-use technology with more computers, internet access, electronic databases, software applications, links to reliable internet resources, and remote access to online resources.

5B.4. Offer training on basic computer skills in individual and group settings in the Computer Center and throughout the Library as needed.

Service indicators: number of training requests, content of requests, number of patrons assisted

Community Needs Met

- Training and one-on-one assistance for computer use, homework, research, and literacy development.

5B.5. Offer more advanced patrons training sessions that go beyond the basics to digital literacy competencies such as the critical evaluation of online content.

Service Indicators: number of sessions offered, number of participants, participant feedback, content of patron requests

Community Needs Met

- Easy-to-use technology with more computers, internet access, electronic databases, software applications, links to reliable internet resources, and remote access to online resources.
- Training and one-on-one assistance for computer use, homework, research, and literacy development.

5B.6. To provide the best possible service to patrons:

- **Train staff and volunteers on a range of computer skills and with different types of software and electronic database products.**

Service indicators: number of workshops offered, number of people trained, content of training requests

Community Needs Met

- Friendly, helpful, knowledgeable, and well-trained staff.

5B.7. Train School District personnel on evaluation of internet resources for educational purposes.

Service Indicators: number of school district participants, content of training requests

Community Needs Met

- Training and one-on-one assistance for computer use, homework, research, and literacy development.

GOAL 6

The Fontana community will benefit from a dynamic Library environment that encourages and develops a sense of community and recognizes its cultural and historical heritage.

Service Roles:

6A. Commons

6B. Local History and Genealogy

6A. COMMONS

Library Role

The Library will provide an environment that addresses the need of people to meet and interact with others in their community and to participate in public discourse about community issues.

Needs Assessment Findings

Identified community needs for the Commons included:

- **Many community members indicated the need for more meeting space for community and business groups, as well as space for group study projects, educational programs, and socializing.** It is clear that a broad spectrum of Fontana stakeholders view the new Library as a community center, a place to gather with other community members for a wide range of reasons—to study, socialize, and attend classes, programs, meetings, and special events. In particular, those who attended the mixed adults and business focus groups said that the new Library needs large and small meeting rooms for community groups, book groups, educational programs (including business workshops), and community events. At the Rotary Club informal discussion, participants voiced the general need for a place to benefit all members of the community, while the young adults focus group participants expressed their specific needs for a place for students to work on group projects and an eating area. Library planners responded to these needs by developing plans for an auditorium, conference room, meeting rooms, group study rooms, and the Friends of the Library Cafe.
- **Community members would like to see a bookstore at the Library.** Of the respondents to the City’s Mail Survey, 42% said they would like to have a bookstore available at the Library. The idea of a bookshop (or book sales area) was raised in the mixed adults focus group, as well. Library

planners incorporated a used bookshop into its plan for a new Library to meet this community need for affordable books.

- **Separate space and programs for teens and children were recommended by several groups.** Mixed adults focus group participants said they frequently attend children's story time at the Library and that they would like to see in the new Library a children's center with computers, computer training, visual aids, and picture books. They also mentioned a separate computer area for teens. The Family Fun Night and young adult focus groups, along with the Women's Club and Rotary Club discussions, all echoed the need for more children's programs. The Library planners suggested that a separate space be provided for children's programming and recommended the creation of a young adults' area with high appeal to teens. Participants in the young adults focus group expressed the need for more teen activities and a place to listen to music. Library planners incorporated these stated needs into their plans for a children's program area, a youth multimedia center, and age-appropriate homework club areas.

Commons Objectives

6A.1. Provide a variety of community meeting spaces to enhance quality of life:

- **The auditorium for a variety of Library programs and community events, such as workshops, speakers, theater, and music.**
- **Large meeting rooms with a kitchenette, equipped for multimedia presentations.**
- **Small group study/tutoring rooms with built-in computer access.**

Service indicators: usage statistics, community group space requests

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.

6A.2. Provide space for a Friends of the Library coffee/snack bar that can be utilized as a community gathering center.

Service indicators: usage statistics, user surveys

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.

6A.3. Provide space for patrons to browse and enjoy the Friends of the Library used bookstore.

Service indicators: usage statistics, user surveys

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.

6A.4. Provide spaces for young adults: “a café environment” booth area, a multimedia center, small-group study rooms, and a Teen Homework Club area for group homework help, ages 12-18.

Service indicators: usage statistics, user surveys

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.

6A.5. Provide spaces for children: Children's Homework Club for group homework help, appropriate furniture, and small-group study rooms, ages 6-11.

Service indicators: usage statistics, user surveys

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.

6A.6. Provide preschoolers, their parents and caregivers spaces: a program area for preschool programs and story times, ages 0-5.

Service indicators: number of programs and activities, space usage statistics, user surveys

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- A Library to spark children's interest, capture the spirit of young adults and encourage lifelong learning for all people.

6B. LOCAL HISTORY AND GENEALOGY

Library Role

The Library provides an environment that addresses the desire of community residents to know and better understand local history and personal or community heritage and genealogy.

Needs Assessment Findings

Identified community needs for Local History and Genealogy included:

- **Several stakeholders suggested the need for more books on history and genealogy, as well as a special room and research assistance in these areas.** Mixed adults focus group participants mentioned they would like a separate room for history and genealogy research, echoing what participants in the senior focus groups said about wanting more content for the same types of research. Moreover, the young adult focus group participants said that the Library does not have enough books that they need for their school history assignments. Library planners responded to these community needs by developing the following objectives for history programs, workshops in genealogy research, and additional resources for history and genealogy research.

Local History and Genealogy Objectives

6B.1. Feature local historians in Library programs to ensure community members can access this knowledge.

Service indicators: number of programs, list of featured historians

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- Space for learning support for students, adults and seniors.

6B.2. Offer workshops on Local History & Old Photo Collection/Maintenance, genealogy, and family research.

Service indicators: number of workshops, number of participants, participant feedback

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- Space for learning support for students, adults and seniors.

6B.3. Collect and display local memorabilia in the Local History collection to develop a sense of community.

Service indicators: number of appropriate items acquired, types of featured displays

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- Space for learning support for students, adults and seniors.

6B.4. Maintain the Library's website for links to historical and genealogical sites.

Service indicators: website evaluations

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- Easy-to-use technology with more computers, internet access, electronic databases, software applications, links to reliable internet resources, and remote access to online resources.
- Space for learning support for students, adults and seniors.

6B.5. Establish and facilitate an informal Library committee of diverse community members to plan cultural programs in local history and genealogy.

Service Indicators: number of participants, number of meetings, direction from Library committee

Community Needs Met

- A place for the community to meet, study, read, attend programs, and obtain information.
- Space for learning support for students, adults and seniors.

IV. Types of Services to be Offered

The new Fontana Library and Resource Technology Center is designed to serve as a community gathering center and major resource for the Fontana community, as well as a regionally-significant Library. As such, the Library will feature a wide range services that are indicated by Needs Assessment findings. The design of the building itself is structured in response to the Needs Assessment to accommodate use of the main program areas, the Family Teaching and Learning Center and Public Meeting Rooms, as semi-independent areas of the building that can be used during, before, and after formal public Library hours. These programs will be conducted in collaboration with outside groups to accomplish some of the programming that is described in the Plan of Service.

The types of Library services are described according to each major goal area and each service role. A description of the general hours, staffing, and collection of the Library is provided under Goal 1, General Library Services.

GOAL 1

The Fontana community will have equal access to information and resources in the Library as well as remote access from home, school or business.

Service Roles:

- A. General Library Services**
- B. General Information**

1A. GENERAL LIBRARY SERVICES

Staffing

Patrons will be supported by staff and volunteers who provide instruction in skills relating to locating, evaluating and using Library resources of all types. The Library is committed to providing continuing education for its staff in order to improve skills and keep abreast of the changing nature of Library services.

The following chart indicates the total number and classification of Library and School District staff and FTE:

STAFF POSITION	FTE
Librarian III - Branch Manager	1
Librarian II - Assistant Branch Manager	1
Library Associate - Children's Librarian	1
Library Assistant - Young Adult Specialist	1
Library Assistant - Joint Use Specialist	1
Library Assistant - Technology Specialist	1
Library Assistant - Literacy Specialist	1
Library Assistant - Reference Specialist	1
Library Assistant - LITE Early Childhood Specialist	1
Librarian	1
Library Clerk	1
Public Service Employee - Borrower Services	1
Public Service Employee - Youth Services	1
Borrower Services Staff	6
Family Training and Learning Staff	6
Technology & Reference Staff	4
Information Technology Computer Specialist	0.125
TOTAL	29.125

The proposed staffing level for the new Library represents a very efficient operation. Staffing requirements were calculated based on the current and projected population of Fontana, the size of the Library, its programs and services, and their required staffing needs.

There are two factors that impacted the projected size of staff. The first is that the population of Fontana will be serviced by 3 libraries: the Fontana Library, the Kaiser Library, and the future Summit Library in 2005. The Kaiser Library has 4.5 FTE staff. The Summit Library will be similar in capacity to the Kaiser Library.

The second factor is based on of the involvement of the County Central Administration Library Staff. They are responsible for many activities that the Fontana staff does not need to conduct, therefore reducing staffing requirements. The Administration Staff is responsible for time-consuming duties such as book ordering, book repair, overdue notices, and production of educational and outreach materials. This greatly reduces the workload of the staff at the Branch level. In addition, volunteers are used to supplement staffing.

With consideration to these two factors, the County Library set the staffing level to exceed the current County system per capita of 1 FTE per 5,463 persons. The staffing at the new Fontana Library yields 1 FTE per 5,006 persons, a 9% increase in staffing.

Volunteers

Volunteers at the Fontana Library will help staff in several aspects of Library administration.

The Library will choose volunteers based on the following criteria:

- Volunteers must respect the public and be responsive to its needs;
- Volunteers must be willing to learn;
- Volunteers must participate in a scheduled volunteer program with specific time commitments and follow the general rules of the Library;
- Volunteers must meet the schedule and length of service negotiated with the Library;
- Volunteers must make a regular, long-term commitment.

Depending upon their assigned role, volunteers will have different regimens of training and will work under the direction of a Library staff member. Volunteers can provide a variety of services that enhance programming and collection, from helping to train clients with computers to reading with children.

Programming

Programs for the Library are described in detail under each relevant goal and service role area. Programs were developed in response to expressed key needs from the Needs Assessment process.

Hours of Service

The hours of the Library are as follows.

Day	Hours	Hours per Day
Monday	12pm-8pm	8
Tuesday	12pm-8pm	8
Wednesday	10am-8pm	10
Thursday	10am-6pm	8
Friday	10am-6pm	8
Saturday	9am-5pm	8
Sunday	12pm-5pm	5
		Total Hours: 55

The auditorium, conference room, meeting rooms, and the Family Training and Learning Center can operate independently of the main Library building during, before, and after formal Library hours. Therefore, “additional” hours of programming that take place in those spaces may be offered during times when

the rest of the Library is not open during early mornings, evenings, and weekends.

Collections and Resources

The general need for a more broad-based collection of print materials was cited by approximately 54% percent of all the respondents to the City's mail survey, general survey, student survey, school personnel survey, and online survey as well as by several of Fontana's diverse stakeholders who participated in the focus groups and key informant interviews. As a result, the Library will offer more print, non-print and electronic resources that cover a variety of topics, selected based on patron needs.

Categories of Collections

Collections that will be housed in the new Fontana Library include the following:

- Browsing
- Reference
- Fiction and Nonfiction
- Children
- Young Adult
- Periodicals
- Audiovisual
- Business
- Career
- Local History/Genealogy

Browsing Collection

This collection will include new best sellers and new popular fiction and nonfiction. Community organizations and individuals will be encouraged to donate new books for display and check-out within this collection, as this is practiced at the temporary library facility.

Reference Collection

The Library will provide two categories of reference materials—Reference and Ready Reference. Ready reference materials contain high-risk items or those items that a librarian feels are useful to staff in answering questions asked on a regular basis. Almanacs and dictionaries are typical ready reference materials. Value Line and Morningstar are also ready reference items, high-risk items that are extremely expensive and used regularly. These items are identified in the catalog as belonging to a special collection kept behind the reference desk. Other reference materials are kept on open shelves and may be used by patrons without staff assistance. No reference materials circulate.

Fiction and Nonfiction Collection

These materials will be a significant part of the branch collection. They include general nonfiction and all fiction, including genre fiction (mystery, science fiction, western, romance) and large print collections. Materials will be selected based on profiles provided by the branch manager. The profiles will be developed using community needs and specific requests from patrons.

Children's Collection

This collection will include easy readers, picture books, fiction, nonfiction, children's magazines, paperbacks, and Spanish language children's books. The temporary Library has a parenting collection. This will be continued and enlarged in the new Library, expanding on school readiness materials, infant and toddler health information, and parenting guides. The collection will also include materials to support the school curriculum and student homework assignments. These materials will be selected with input from the School District Librarian.

The children's portion of the Library will also have a reference desk. Ready reference materials kept behind the desk of the children's librarian will include a current almanac and a general encyclopedia set and resources to assist staff with providing quality Library service to youth (e.g. California Dept. of Education's *Recommended Literature: kindergarten through grade 12*; *Radical Change: book for youth in a digital age*; *Creative Fingerplays and Action Rhymes*; *The Storytime Sourcebook*; Caroline Feller Bauer books on storytelling, reader's theater, poetry, magic, etc.) Additional copies of reference materials will be purchased for the circulating collection and/or for reference use by children while in the Library.

The Library will maintain materials in support of homework assignments from local schools. Popular assignment topics (e.g. missions, science projects) will be kept in temporary reference. The curriculum-related materials purchased will supplement rather than duplicate existing school Library collections.

Young Adult Collection

This collection will include fiction (popular and classics), non-fiction, paperbacks, comics/graphic novels, and magazines of interest to teens (e.g. radical sports, electronic games, fashion, teen culture). The collection will also include materials to support the school curriculum and student homework assignments. These materials will be selected with input from the School District Librarian. Current reference materials for homework assignments (e.g. *Opposing Viewpoints*, *Congressional Quarterly*), professional tools (e.g. general encyclopedia, almanac) and materials needed by adults working with young people (e.g. *Connecting Young Adults and Libraries*; *Do It Right!*; *Best Practices for Serving*

Young Adults in School and Public Libraries; Excellence in Library Services to Young Adults; and Teens: The Community Service Solution) are included as part of this collection.

Periodicals Collection

Traditional magazines and local and regional newspapers will be housed in the Periodical Collections. Magazines are selected to reflect the needs and interests of the community. Specific interest magazines as identified through the Community Needs Assessment process, include crafts and decorating, home building, travel, parenting, small business planning, sports, gardening, Spanish language, and current events.

Audio Visual Collection

The proposed Audio Visual collection will consist of the following materials: movies and other visual programming in videocassette and DVD formats, music in cassette and CD formats, audio books in cassette and CD formats, and educational materials on CD. These materials are frequently used by people who are sight or hearing impaired, who enjoy audio books and closed-captioned videos. Commuters, comprising a significant number of area residents, will enjoy having a wider selection of audio books and music.

Business Collection

This collection will provide resources that encourage growth for businesses and the business community. There will be materials on starting a small business, writing a business plan, demographics, finance, marketing, tax matters, and management.

Career Materials

The collection of Career Materials will include materials for students who are preparing for the job force, students who wish to finish their high school equivalency, and students who are preparing for college. Available materials will include test preparation material (SAT, GED, ASVAB study guides), two and four year college and trade school guides, and financial aid guides. It will also include information on many different career possibilities. The collection will also be used by adults seeking information on education and/or a career change.

Local History and Genealogy Collection

To accommodate the community's need for a central resource for researching and viewing historical and cultural information, the Library will provide a reference section of local history and genealogy materials. These will include books, photographs, local newspaper archives, ephemera, oral histories, and

high school yearbooks. The collection will be used by historians, students, writers, and anyone interested in the history of the community.

Formats

Library materials will be acquired and maintained in many formats, including print, audio, video, electronic and computer formats. Some software will be available for checkout, as well as some video instruction materials. Through the Computer Center, patrons will be able to download materials from the internet or from the Library. Patrons may also email items to their home or business accounts.

In addition to books, magazines and newspapers, print materials will include local history pamphlets and newspaper clippings. The pamphlet file will be retained in a file cabinet with check out privileges. Local history newspaper clippings will remain as reference because many are irreplaceable and need to be preserved. There will also be a photograph collection that is being donated by a local resident. Photographs will be available for review in the Local History and Genealogy Room.

The Library's catalog and other electronic databases are available from any location via internet access. Filtered internet access, magazine indexes, and other databases to which the Library subscribes will be available on all Library computers.

The Library and the local School District will share electronic resources and communications. From the Library's website, K-12 students can currently access databases (e.g. *Biography Resource Center*, *Ancient History and Culture/Facts on File*, *Infotrac*, and *Kids Infobits*) and websites that complement the State Department of Education's curriculum subject areas (e.g. Pathfinders/ electronic subject bibliographies/webliographies, *Awesome Library* homework help site, online almanacs, atlases, career/college guides, dictionaries, encyclopedias, quotation resources). All of the Library's electronic resources are available via the internet at school libraries throughout the District.

Community Services/Partnerships

The main community partnership of the new Library will be with the Fontana Unified School District, as described throughout this document, but also includes any other organizations as noted in the following subheadings titled "Community Services/Partnerships" such as the City of Fontana, the Fontana Historical Society, the Fontana Police Department, the Red Cross, the Boys and Girls Clubs of America and Chaffey College.

1B. GENERAL INFORMATION

Staffing

The Library is committed to providing continuing education for its staff in order to improve skills and keep abreast of the changing nature of information delivery. A Reference Specialist will be assigned primary responsibility for general information services.

Programming

The Library will offer print, non-print and electronic reference resources that cover a variety of topics. Staff will locate relevant information that satisfies patron needs. The Library will provide telephone information service and accept and answer questions via fax and e-mail. The staff and volunteers will provide instruction in skills relating to locating, evaluating and using information resources of all types.

Hours of Service

All hours that the Library is open.

Collections and Resources

The Library's catalog and other electronic databases will be available from any location via internet access. Thirty-five computer workstations will be available in Reference to access a full range of information resources including filtered internet access, magazine indexes and other databases to which the Library subscribes.

Community Services/Partnerships

The Library and the Fontana Unified School District will share electronic resources and communications. Database licenses which complement the curriculum of K-12 students are acquired for access by the School District. All of the Library's electronic resources will be available via the internet at school libraries throughout the District.

GOAL 2

People of all ages in Fontana will have the resources and services to enhance their personal, recreational, business, career and lifelong learning goals.

Service Roles:

2A. Current Topics and Titles

2B. Lifelong Learning

2C. Business and Career Information

2A. CURRENT TOPICS AND TITLES

Staffing

Library staff will be knowledgeable about the content of best-selling titles and the style of popular authors and genres to offer guidance to patrons. To anticipate public demand, the staff will keep abreast of pre-publication review sources and publisher advertising campaigns.

Programming

The Library will offer programs such as book talks, book signings, book clubs, discussion groups, and exhibits that promote topics of current interest.

Hours of Service

All hours that the Library is open, but may also include additional evening or weekend hours.

Collections and Resources

The Library will acquire titles that reflect the trends and inclinations of their clients. The Library will therefore increase its holdings new book holdings:

- Best sellers and titles in high demand will be available in multiple copies. “New” materials will be conveniently available and prominently displayed with attention-drawing shelving and posted “Best Seller” and “Patron Favorites” listed bulletins.
- New Spanish titles for Spanish-speaking clients.
- Large print books will be available for patrons who have difficulty reading conventional print.

- The Library will acquire popular CD titles for teens.

The Library's computer resources will contain databases selected to assist staff and patrons with Reader's Advisory about fiction and genre selections. Computer resources will exist to highlight current non-fiction topics and provide access to a wide-ranging variety of popular full-text magazine articles that can provide quick responses to current events. Designated computers will provide similar information in the Spanish language.

Community Services/Partnerships

Where applicable, the Library will partner with groups that have special interest in book clubs that discuss new books.

Environment

A pleasant environment will be provided with comfortable lounge chairs, reading tables and excellent lighting, especially in the Rotunda Reading Room next to the Periodicals collection. The environment will be designed for a positive browsing experience of new and current titles and other Library materials.

2B. LIFELONG LEARNING

Staffing

All Library staff will support lifelong learning services and programs. Staff will be knowledgeable about how to support lifelong learning interest in patrons and the topics that they find the most interesting.

Programming

The Library will provide programs on a variety of topics such as health and medicine, personal finance, and travel topics.

The Library's Summer Reading Program will enable children and young adults to sustain their reading skills and enhance their joy of reading.

The local School District's Parent Education Center will offer evening parenting workshops on topics such as "Helping Your Child with Homework", "Parenting the Adolescent", "Parent/Child Communication", and "Helping Your Child Develop Self-Esteem" at the Library.

The local School District also conducts the Parents as Teachers (PAT) Program. PAT community meetings and training sessions will be held at the Library. PAT is an international early childhood parent education and family support program for

families from pregnancy until their child enters kindergarten, usually age 5. PAT is designed to enhance child development and school achievement through parent education in English and Spanish.

The Library will work with local teachers to conduct quarterly workshops that highlight supplemental resources available to teachers. This will serve to encourage cross-communication among teachers and librarians about their joint objectives to support school assignments and improve student usage of Library resources.

Hours of Service

All hours that the Library is open, plus designated evening and weekend hours for parent and caregiver programs. In addition, the Library will open to scheduled use by local school personnel and regular dates in the events calendar for other programs.

Collections and Resources

The Library will use electronic or printed pathfinders or collection guides to assist patrons in learning about frequently-requested subjects or topics. The Library will maintain collections in areas of local interest. The Library will develop collections in considerable depth in subject areas of local interest. Spanish language materials will be available based on subjects of interest to the Hispanic community, such as computers, animals, history, the English language, health, and cooking, as found by the survey of Spanish-speaking Library users.

The Library's current web page for kids is colorful, exciting, and full of content for both children and parents. The teen page has high appeal and is geared to young adult interests and homework help.

Community Services/Partnerships

The Fontana Unified School District will partner with the Library in the facilitation of the Parenting as Teachers program meetings offered at the Library. The LITE program will be offered in conjunction with the County Library. The County Library, in conjunction with the FUSD, will also conduct the parenting workshops in the Parent Education Center. The FUSD will facilitate the quarterly workshops for teachers.

2C. BUSINESS AND CAREER INFORMATION

Staffing

The Young Adult Specialist, Joint Use Specialist, Reference Specialist, and trained volunteers will be knowledgeable about career, work, and college resources and skills.

Programming

The Library will provide personal assistance, specialized electronic databases and print resources, and services of interest to students, the business community, individuals who are seeking employment or who are dealing with a changing work environment, and individuals who are contemplating a career move or change. The Library may offer special programs on business and career counseling.

Hours of Service

All hours the Library is open, with particular attention to service given during after school, evening and weekend hours.

Collections and Resources

A designated area will house print, electronic, and audiovisual materials on jobs, careers, and vocational and college education opportunities. Extensive job listings will be available in a selection of local and regional newspapers and through employment-related internet sites identified by the Library. The Library may also create business and career resources or may locate and organize related information on a web page.

Library users will be able to access a significant amount of information by using the telephone, fax, e-mail, and other electronic database subscriptions.

GOAL 3

The Fontana community will be able to access information utilizing the most current technology within the Library or from remote locations.

Service Role:

3A. Information Literacy

3A. INFORMATION LITERACY

Staffing

Library staff will be knowledgeable about how people seek information and learn and how to convey information seeking and evaluation techniques.

Programming

Staff or trained volunteers will offer group classes, individual tutoring, or spontaneous one-on-one training in topics such as media literacy or finding resources on the internet.

Information literacy will emphasize effective strategies when using various internet search engines and instruction in how to perform expert or complex searches on the Library system's online catalog and with its online databases.

Hours of Service

All hours that the Library is open.

Collections and Resources

The Library will operate a Computer Center with 25 workstations that are utilized for training or classroom purposes. The Library will also include 205 public use workstations located throughout the building. The Library catalog, databases, and informational software will be available at all Library computers and also online through the internet and the Library's weblibrary pages.

GOAL 4

The children and young adults of Fontana will have the resources and services they require to augment their educational needs.

Service Role:

Formal Learning Support

4A. FORMAL LEARNING SUPPORT

Staffing

The Library Joint Use Specialist, volunteers, and School District teachers will be knowledgeable about academic curricula topics and techniques for assisting students with education activities.

Programming

The Fontana Middle School will host its 21st Century Community Learning Program at the Library. The program will provide three hours of after school academic and enrichment activities, staffed by certificated teachers. Students will participate in guided homework assistance, quiet time for study, and enrichment activities in the arts, sciences, performances, and athletics.

The Homework Center will serve as a site for individual and group homework assistance on a drop-in basis. Students will be assisted by staff and volunteers to develop techniques for obtaining information and completing school assignments, as well as in reading, writing, science, math, language, research, and study skills.

The two Homework Clubs, one for children and one for young adults. will emphasize group study and completion of homework assignments together, with guidance from School District teachers and the Library Young Adult Specialist.

The Fast Forward Reading program will encourage school-age children to read for knowledge as well as entertainment. The program will include workshops for parents and caregivers with their children that focus on the development of good reading skills and emphasize the benefits of reading.

Teachers will be able to take their classes to the Library for multimedia orientation visits, and Library staff visit local schools to inform them about available Library resources.

The School District will conduct teacher training for required and voluntary in-services on a range of topics relating both to Library services as well as District-specific issues.

Hours of Service

All hours that the Library is open, with an intensive focus for additional staff and volunteers on weekday, after school hours.

Collections and Resources

The Library will offer print, non-print and electronic resources that cover a variety of topics, which align with local school curricula. On a weekly basis, the local School District will deliver books and materials to and from schools that have been reserved by students or staff.

The Family Training and Learning Center (FTLC) will include an integrated set of learning centers - a Homework Center, a Computer Center, a Career Center and a Literacy Center. The Career Center is discussed in the "Business and Career Information" service role section; the Literacy Center is discussed in the "Basic Literacy" service role section; and the Computer Center is discussed in the "Computer Literacy" service role section. In addition to the drop-in assistance available at the Homework Center, the Library will offer two Homework Club areas, focused on group study and homework completion. A Children's Homework Club and a Teen Homework Club will be located in the Children's Library and Young Adult area.

Additional facilities for formal learning support include group and individual study rooms that will have built-in computer workstations. These study rooms can be used by students or for parent-teacher conferences.

The community meeting rooms, equipped to support multimedia presentations, can be used for teacher in-service activities, parent involvement activities, and presentations by Fontana school districts.

The auditorium will feature a stage and fixed seating area that can accommodate school events such as music and theater performances, presentation skills, competitions, and student achievement displays.

Electronic technologies to support formal learning will include: internet access, the Library website, tutor.com, links to other web pages, instructional technologies, electronic databases, educational software, educational videos, educational DVDs, and distance education equipment. The local School District will provide access to electronic databases, such as Grolier On-line Resources and Big Chalk, and an educational interactive website.

Community Services/Partnerships

The 21st Century Community Learning Program will be facilitated with the Fontana Unified School District, the Fontana Police Department, the Girls and Boys Club, and the Red Cross. In the Homework Center, the FUSD will provide via the internet a connection to the *Grolier On-line Resources* and *Big Chalk*, a database of 1500 periodicals that is updated by the District on a daily basis. Library staff and FUSD will jointly operate the Homework Center. For the two Homework Clubs, the children's librarian will coordinate Homework Club activities with the FUSD liaison.

GOAL 5

Fontana adults and families will have the opportunity to participate in literacy tutoring to improve their literacy and computer skills.

Service Roles:

5A. Basic Literacy

5B. Computer Literacy

5A. BASIC LITERACY

Staffing

The Literacy Specialist is knowledgeable about how adults and students learn language skills and techniques for assisting them to gain better skills in literacy.

Programming

The Library will offer basic individual and family literacy activities. Individual tutoring will be coordinated by Library staff who will recruit and train volunteer tutors, conduct assessments of literacy levels, and assist individuals in setting literacy goals. Family literacy activities will include storytimes, software-based reading activities, and other family reading programs. Literacy activities may also include adopting a grade at a school with students at below-grade literacy and participating in a book giveaway program such as Reading Is Fundamental.

The Library will act as a gateway for immigrant populations that may be highly literate in their native language but need to improve English language skills. The focus of these literacy programs will be to improve reading and speaking skills and to prepare individuals for citizenship exams or a Graduate Equivalency Diploma (GED).

The Literacy, Information, Technology, and Education (LITE) program will assist children up to five years and their parents and caregivers. LITE includes reading, internet use, workshops, and a collection of materials geared to parenting, health, and school readiness.

The Library, in coordination with the School District, will offer these additional literacy programs.

Community-Based English Tutoring (CBET) is operated by the District and provides English language instruction through individual tutoring to build parents'

skills for assisting their children's academic performance. This program will be operated on-site at the Library.

English Improvement program activities for adults will focus on reading and writing instruction. The Library will complement the efforts of local schools by addressing English Language Learner and English Language Development needs of students by housing School District curriculum guides, offering interlibrary loan services to local schools, obtaining volunteer tutors for students, and selecting a collection of low-literacy, high interest materials.

Hours of Service

All hours that the Library is open, with a focus on weekday, after school hours for K-12 students and evening hours for adults. Additional evening or weekend hours for adult programming may be offered.

Collections and Resources

The Library will provide a Literacy Center that focuses on instructional activities to improve the ability of K-12 students and their parents or caregivers to read and write English. Computer-based literacy instruction will be available through customized literacy software (Rosetta Stone, Ultimate Phonics) in the Literacy Lab. Specialized collections, such as low-level high-interest materials and School District curriculum guides, and will be available to support literacy activities.

Community Services/Partnerships

The Fontana Unified School District will partner with the Library in their facilitation of CBET instruction.

5B. COMPUTER LITERACY

Staffing

Library staff will be knowledgeable about how people seek information and learn computer skills, software, and internet skills.

Programming

The Library will conduct a series of six programs that will introduce school-age children to the Library's reference and electronic resources and internet access.

Staff and trained volunteers will offer group classes, individual tutoring, or spontaneous one-on-one training in topics such as media literacy or finding resources on the internet.

Aspects of the service that will be emphasized include teaching effective strategies when using various internet search engines and instruction in how to perform expert or complex searches on the Library system's online catalog and with its online databases. Personalized training may be offered on locating subject specific information and career information.

Hours of Service

All hours that the Library is open, with additional early morning and evening hours.

Collections and Resources

The Library will operate a Computer Center that is utilized for training and classroom purposes. All computers in the Library will be equipped with educational software and access to the internet, electronic databases, and the Library catalog. The Computers Center will also be equipped with laptops designed to support local school programs. Spanish-language access and software will be available on 25 workstations.

The local School District's multimedia instructional website, to be hotlinked to the Library computers, will include access to homework assignments; school calendars; and teacher parent and student resources. The Library's current weblibrary of children and young adult resources were designed in direct response to Needs Assessment findings and contains materials and resources of age-appropriate interest.

The Library catalog, including book and A/V reserves, is currently available to patrons remotely through internet access.

Community Services/Partnerships

The City of Fontana's Technology Department will facilitate some computer classes in the Library.

GOAL 6

The Fontana community will benefit from a dynamic Library environment that encourages and develops a sense of community and recognizes its cultural and historical heritage.

Service Roles:

6A. Commons

6B. Local History and Genealogy

6A. COMMONS

Staffing

Library staff will plan and promote activities that fulfill the Commons role of the Library. Library staff will be knowledgeable about the current community space needs of patrons.

Programming

Programs that will address a commons role include: guest speakers, theater, music performances, and other events that bring community members to the Library.

Patrons will be able to attend a variety of workshops and seminars in conjunction with the nearby colleges on topics that encourage reading and discussion such as the National Issues Forum.

Hours of Service

All hours that the Library is open. Additional early morning, evening and weekend hours by reservation.

Collections and Resources

The Library will provide a facility with public spaces for meeting and gathering that is recognized as inviting, neutral and safe by all individuals and groups in the community. The Library will provide a variety of meeting and gathering spaces including an auditorium, large meeting rooms, small group meeting and study rooms, and open public spaces that invite conversation and discussion. The Friends of the Library will also operate a Friends' Café to be used for informal gatherings. A special effort will be made to attract the business community

members, the nonprofit community, seniors, young adults ages 12 to 18, and parents and caregivers with children.

Young adults and children will have spaces that are age-appropriate and provide room for group and individual study, programming, and family activities. The Young Adult area will have both a Cyber Café and a Multimedia Center for group study and use of audio-visual materials. The Children's Library will have a preschool play area and a general program area for storytimes and other activities.

Community Services/Partnerships

The Library will work in conjunction with Chaffey College on the facilitation of the National Issues Forum. Other colleges may also partner with the Library to offer seminars, workshops, or lectures.

6B. LOCAL HISTORY AND GENEALOGY

Staffing

The Fontana Historical Society will provide volunteer staffing of the Local History and Genealogy Room in coordination with Library staff. Library staff will be knowledgeable about local historical resources and about community interests and tools for genealogy research.

Programming

The Fontana Historical Society will be primarily responsible for historical and genealogical programming. The Library staff will assist with programming. The Library will offer programs on local history, historic photographs and genealogy that are guided by an informal committee of diverse community members. The Library will be actively involved in borrowing and lending historical and genealogical resources with other local, regional, and national libraries and historical societies. The Library will cooperate with the City and the Fontana Historical Society to provide special collections of historical interest including photos and archival materials.

Hours of Service

All hours that the Library is open. Some programming may be held during additional evening and weekend hours.

Collections and Resources

The Library will provide specially-designed public spaces for meeting and gathering that are recognized as inviting and safe by all individuals and groups in

the community. The Library has designated a Local History and Genealogy Room, which will include a collection maintained by the Fontana Historical Society. The Library will provide a collection of materials and other resources that chronicle the history of the community and region and that assist patrons with genealogy research.

Community Services/Partnerships

The Library's programs on local history, historic photographs and genealogy will be facilitated in conjunction with the Fontana Historical Society.

V. How the Overall Plan of Service Meets Needs of Residents in the Library Service Area

The overall plan of service meets the needs of Fontana residents in a variety of ways. As indicated by the 6 surveys, 12 focus groups, 3 discussion groups, and interviews with school administrators, Library staff, and other key informants, the services that the new Library will offer reflect the needs expressed by individuals from these groups.

A. GENERAL NEEDS

The collection at the temporary library is not adequate to meet the needs of the 145,800 residents estimated to live in Fontana in 2003, nor those of the community's 46,226 public school students enrolled in the 2002-2003 school year. The temporary library facility only contains 0.79 items per capita, as compared to the State average of 1.88 items per capita. Additionally, the population of Fontana is expected to reach 215,937 by 2020, with the school population estimated to reach 70,900. The Library needs to acquire more books and offer more services to meet the needs of this growing population.

1. GENERAL COLLECTION NEEDS

The new Fontana Library will substantially increase the number of materials to meet the need based on a growing population. It will also increase its holdings based on the echoing demand of respondents from the surveys. More than 55% of the mail, general, student, school personnel, and online survey respondents indicated the need for more books. Various stakeholders also cited the need for additional library resources for student homework assignments, business and career reference materials, Spanish-language reference resources, and up-to-date faculty curriculum materials that can be accessed at the Library, or remotely through the internet. The Library will fulfill this need and offer more databases, including an updated Reference Collection at the Library and online.

2. GENERAL SPACE NEEDS

In addition to the need to build a library for a larger Fontana population, Library planners also documented need by focus groups participants and respondents in the surveys to build more spaces for general use. The Library will therefore increase its size and offer a larger amount and variety of spaces for service area. The Library intends to build an auditorium, meeting rooms, a conference room, the Friends of the Library Bookstore, and the Friends of the Library Café. The Library will also offer areas specific to young adults such as the Young Adult

Multimedia Center and the Rotunda Reading Room for people who want to sit and read in a well-lit and comfortable setting. The Library will also offer more spaces for students to study in its many study rooms.

3. GENERAL PROGRAMMING NEEDS

The Library will increase the number and variety of its programs. In addition to the programs listed below, the Library will provide programs on a variety of topics such as health and medicine, personal finance, and travel topics. The Library will facilitate author talks, book discussion groups, and reading programs such as the Prime Time Family Reading Program, a humanities-based reading and discussion group for parents and children which improves families' understanding of children's literature and storytelling. Patrons will also be able to attend a variety of workshops and seminars in conjunction with the nearby colleges on topics that encourage reading and discussion such as the National Issues Forum. Below is a listing of various Library services that suit the needs of general use.

Basic Literacy and English Learning

The Library will offer a range of basic literacy and family literacy programs, including individualized tutoring and children's story times. To address the low literacy of students in Fontana, literacy activities may include adopting a grade at a school with students at below-grade literacy level or participating in a book giveaway program such as Reading Is Fundamental. All of these programs will be supported with literacy and English learning software.

Other literacy and English learning programs are listed below:

- The Community-Based English Tutoring (CBET) is operated by the District and provides English language instruction through individual tutoring to build parents' skills for assisting their children's academic performance.
- The English Improvement program, is a basic program that will focus on reading and writing instruction.
- The Library's Summer Reading Program will enable both children and young adults to sustain their reading skills and enhance their joy of reading.
- The Fast Forward Reading program will encourage school-age children to read for knowledge as well as entertainment.
- Reading groups for families with low literacy levels.

Computer Training

As indicated in the Needs Assessment, more computers and more computer training were at the top of the list for almost every survey and focus group. To facilitate the technological needs of the Library's clients, the Library will offer formal and informal training:

- Group classes, individual tutoring, or spontaneous one-on-one computer training.
- Programs that will introduce school-age children and adults to multi-level computer use and information literacy skills, including basic computer skills, use of electronic resources, and internet access.

Career / Business

Surveys, focus groups, and key informant interviews showed the need for business reference resources both online and at the Library. In response, the Library will have a Career Center that will help both students and adults plan their careers and help adults conduct research that will support career and business growth or transition. The Career Center will provide information services, specialized electronic databases, print resources, and programs of interest to individuals who are seeking employment or who are dealing with a changing work environment. The Library may offer special programs on business and career counseling.

Informational Literacy

As part of its general services, the Library will meet the needs of all Library patrons by offering informational literacy instruction. The Library staff will teach library users how to effectively find and screen information, including effective strategies for various internet search engines. The Library will also instruct clients how to perform expert or complex searches on the Library's online catalog and databases.

B.SPECIFIC POPULATION NEEDS

The Library offers services and programs that also suit the needs of specific populations of patrons. Below is a description of those appropriate services.

1. PARENTS

To respond to the 27% increase in the school-age population in Fontana over the past decade and the many student and family learning needs identified during the needs assessment, the Library will offer several programs that focus on

developing parents' skills with their children. The Library will offer the following programs to address parents' needs:

- Parents as Teachers (PAT) Program, an early childhood parent education and family support program for English and Spanish speaking families.
- Evening parenting workshops such as "Parenting the Adolescent", and "Helping Your Child Develop Self-Esteem."
- The Fast Forward Reading program to assist families on the development of good reading skills and emphasize the benefits of reading.

2. SPANISH LANGUAGE SPEAKERS

According to the 2000 Census, 45% of Fontana's population is bilingual in English and Spanish. Fontana's Hispanic student population is expected to increase to 74% by 2012. Spanish-speaking patrons mentioned the need for popular Spanish-language magazines. In addition, 45% of the respondents in the Spanish-speaking Library users indicated the need for computer help. The Library will meet these needs by increasing its Spanish language materials, hiring bilingual staff, providing Spanish-language computers, and acting as a gateway for immigrant populations that may be highly literate in their native language but need to improve English language skills.

The Library will offer Spanish-speaking patrons the following programs:

- The focus of English learning programs will be to improve reading and speaking skills and to prepare individuals for citizenship exams or a Graduate Equivalency Diploma (GED).
- The Community-Based English Tutoring (CBET), operated by the School District, provides English language instruction through individual tutoring to build parents' skills for assisting their children's academic performance.
- The English Improvement program will focus on reading and writing instruction.

In addition, the Library will substantially increased its Spanish language materials by 651% in the new facility.

3. SENIORS

The Fontana Historical Society and the senior focus groups expressed a need for more large print books and more audio books. They also expressed a need for a special room for genealogy research, including more books to assist with research in these areas. The Library has met these needs by substantially

increasing its audio book materials and large print materials. The Library will also be actively involved in borrowing and lending historical and genealogical resources with other local, regional, and national libraries and historical societies. The Fontana Historical Society will offer programs on local history, historic photographs and genealogy.

In addition to these Library services, the Library will offer outreach services to seniors living at senior care facilities and assisted living facilities for the disabled to bring books and reading discussion series to them.

4. PEOPLE WITH DISABILITIES

Participants in the focus group of mentally and physically challenged individuals cited a need for more accessible formats and a better periodical collection. In response, the Library has acquired more periodicals and will have designed a dedicated room in the new Library building for accessible adaptive technology.

5. K-12 STUDENTS

Put best by Mike Bement, the Fontana Unified School District's Director of Media and Public Information, "the young students entering our educational system today will be sharing one book with ten other students by the time they are seniors in high school...we must give these young minds every possibility, every tool to reach their goals to become an active member of society." The need for a homework center in which tutoring was available was one of the most commonly agreed upon needs addressed by adults and students in the surveys, focus groups, and interviews. In addition to the Homework Center, the Literacy Center and the Career Center (for young adults) offers K-12 students the means to become active members of society.

As indicated by the 26% increase of student enrollment in the Fontana School District from 1980 to 2002, more Library services for the K-12 population is needed. According to the 2000 Census, youth up to age 17 account for a large 38% of the Fontana population.

Homework Assistance

The Library has responded by working closely with the Fontana Unified School District on designing joint use services, including a Homework Center for drop-in assistance, two Homework Clubs for group homework activities, and a Literacy Center. These two Centers and two Clubs will be the focal points the Library's variety of programs geared toward children in helping them advance academically. The Library has also increased its database references for students which will augment their homework assignments. In partnership with the Fontana Unified School District, the Library will offer two additional databases, Grolier On-line Resources and Big Chalk.

The student survey respondents and the youth focus group indicated a need for homework help. In addition to those groups, the mail, general, and school personnel surveys all indicated a need for homework assistance.

- The Homework Center, located in the Family Training and Learning Center will serve as a site for individual and group homework assistance on a drop-in basis.
- The Homework Club for children (located in the Children's Library) and the Homework Club for young adults (located in the Young Adult area) will emphasize group study and completion of homework assignments together.

Basic Literacy

Expanded literacy services was one of the most significant library needs identified by the community and its many stakeholder groups. The Literacy Center's Literacy Lab and Literacy Tutoring Room serve as the site for literacy programming.

- The Library will offer literacy programs. Basic literacy services will include individualized tutoring and family literacy activities. Literacy activities may also include adopting a grade at a school with students at below-grade literacy and participating in a book giveaway program such as Reading Is Fundamental.
- The Library's Summer Reading Program will enable both children and young adults to sustain their reading skills and enhance their joy of reading.
- The Fast Forward Reading program will encourage school-age children to read for knowledge as well as entertainment.

Computers and Computer Training

To meet the needs of many who recommended that the Library acquire more computers, offer more computer training, and provide more access to the internet, the Library offers children and young adults:

- Programs that introduce the Library's electronic and internet resources.
- Group classes, individual tutoring, or spontaneous one-on-one training.
- School orientation visits to the Library.

In addition to programs that suit the needs of the general K-12 student, described below are needs assessments and appropriate programs that suit those needs for specific populations within the K-12 group.

Children's Needs

In the City of Fontana, children under the age of 10 are 22% of the population and that number is projected to grow over the next 20 years. To address this growth, the Library has augmented its Children's Library collections and services substantially. Several groups, including the mixed adults focus group, young adult focus group, Family Fun Night Focus Groups, and Women's Club members wanted space and programs designated for children, including a children's center with picture books, computers and training specifically for children, visual aids, and story times. To meet these needs, and in addition the programs listed above, the Library will offer programs that are geared specifically to children.

- The Literacy, Information, Technology, and Education (LITE) program will assist children up to five years and their parents and caregivers.
- The Library will facilitate preschool story times for children under the age of 5.

Young Adult Needs

According to the student survey, young adult focus groups, and other focus groups, there was an expressed need for more audio visual materials for young adults. Fifty percent of the respondents to the student survey indicated the new Library should provide more music CDs, and 35% said it should provide more videos. These participants also expressed the need for more teen activities. Library staff as well as the mixed adult focus group suggested that a separate space be provided for young adult programs, located away from the adult reading area.

To meet the needs expressed above, the Library will offer the following:

- The Library will have a Young Adult Multimedia Center where teens can browse popular CDs, DVDs, videos, and multimedia titles that the Library will acquire.
- The Library will have a special area for Young Adults in the Young Adult area with special seating (the Young Adult Cyber Café) and dedicated study rooms.
- The Library, in conjunction with the Fontana Unified School District, the Fontana Police Department, the Boys and Girls Club and the Red Cross, will offer the 21st Century Community Learning Program for Fontana Middle School students.
- The Library will provide personal assistance, specialized electronic databases and print resources, and services of interest to middle and high school students.

Teachers

To further assist in the needs of the growing population of Fontana students, the Library will facilitate programs that are geared specifically to teachers.

- The Library will work with local teachers to conduct quarterly workshops that highlight supplemental resources available to teachers.
- The local School District will conduct teacher training for required and voluntary in-services on a range of topics.

Other Joint Use Services

As indicated by surveys, focus groups and interviews, the Library and School District created these services below to meet the needs of K-12 students:

- Shared Electronic and Telecommunication Services (electronic databases, websites)
- Book Delivery Service
- Study Rooms, Meeting Rooms.
- Auditorium (for students performances, displays, enrichment activities)
- Library Orientation Visits.

VI. Jurisdiction-wide Services

The Fontana Library and Technology Resource Center will be the main public library in the City of Fontana, located in the geographic center of the City in the downtown Civic Center area. Seven miles to the south, the City has a co-located high school Library, the Kaiser Branch Library. A second co-located branch Library is planned at Summit High School six miles to the north. These smaller branches serve as neighborhood facilities, while the new Fontana Library will be the central Library for the City.

All Fontana libraries are part of the 29-branch San Bernardino County Library system that serves a population of 1.1 million. The County Library is a participating member of the Inland Library System. The Fontana Library benefits from the administrative leadership and oversight of the County Library management team, which includes staff who specialize in collection development, staff development, facilities maintenance and construction, automation, technical services, and electronic resources.

The Fontana Library offers the following jurisdiction-wide services:

- Access to the San Bernardino County Library system catalog of 1.1 million items.
- Access to the County Library system's online resources, including a weblibrary and resources specifically for children, young adults, and Spanish-speaking patrons.
- InterLibrary loan services within the County system, with weekday delivery service of Library materials.
- InterLibrary loan services with the neighboring Riverside County Library system with 1.6 million items.

The Fontana Library also acts as a major resource center for other local libraries, including:

- Staff development and training services to branch managers on new information in the County system and skills such as customer service.
- Regional reference services to assist any of the other 28 branches in answering complex or difficult patron questions and requests through a larger reference collection and reference staff with subject specialty knowledge.
- Assistance with collection development and weeding.

- Maintaining special resources for use by other libraries, such as materials for children's programs, business community members, adult nonfiction, and specific interests such as automotive.
- Providing hours of access broader than those in neighboring libraries, including Sunday hours, so that users of those libraries have an alternate Library when their branch is closed.

The Fontana Library is a vital hub in the network of San Bernardino County public libraries and will serve as a major community resource center.

VII. Implementation Plan

The Fontana Library will begin implementation of its Plan of Service during the twelve-month period prior to the projected opening of the new Library facility on June 1, 2007.

A. IMPLEMENTATION ACTIVITIES

The following activities are the major milestones to be accomplished in order to ensure that the new Library will be fully staffed and that collections and programs are developed, organized and available on the Opening Day.

The current positions at the existing Library are:

- one full-time Branch Manager
- one full-time Children's Librarian
- one full-time Young Adult specialist
- two full time Reference specialists
- four part-time Public Service Employees
- ten part-time pages

These positions will continue during the transition and for the new Library. Additional staff positions will be added as follows:

- one full-time Assistant Branch Manager
- one full-time Joint Use Specialist
- one full-time Technology Specialist
- one full-time Literacy Specialist
- one full-time LITE Early Childhood Specialist
- one full-time PSE – Borrower Services
- one full-time PSE – Youth services
- six part time pages

During months 1-3, the County Librarian will finalize all job descriptions for the new staff positions and submit job descriptions to the County's Human Resources Department for review. The HR Department oversees all hiring and recruiting of County staff. Fontana Library is a part of the San Bernardino County Library System.

During months 3-6, City and County staff will approve selection and ordering for new Library furniture, shelving and equipment according to the Building Program specifications and to be installed during the construction process.

During months 4-12, the County Collection Development Coordinators, along with the Fontana Branch Manager and the Regional Manager will select and

acquire materials to complement the existing Library collection to provide an opening day collection. Attention will be paid to the needs of the diverse population as documented in the Needs Assessment and the Plan of Service, which will serve as a guide for collection development. Building upon the existing Library collection, staff will begin the purchasing process. New acquisitions will be processed and stored at the County Library Administration building so the materials can be added quickly and easily to the new collection.

During months 6-9, the County Librarian will start the hiring process for new staff positions. The County Librarian will work closely with the County's Human Resources Department in this process. Interviews will be conducted by Library staff and selections will be made for the seven full-time positions and the six part-time positions.

During months 6-12, the Branch Manager, with the assistance of the Regional Manager, will update the Fontana Library's standard operating procedures manual to include all of the new services for the Library. The manual will need to include the input from the County Librarian, the Library Management team, Fontana Unified School District, and the City of Fontana.

During months 6-12, the County Librarian will work closely with the School District Superintendent to coordinate the joint use services. Coordination will also occur with the City of Fontana staff.

During months 7-12, the Regional Manager will coordinate the relocation of materials, and any furniture and equipment from the existing Library facility to the new Library. The County staff will work closely with the City, and the Construction Project Manager to determine the earliest date that the building will be available for occupancy. Ideally, new equipment, shelving and new materials for the collection can be installed in the building during month 8 by staff and volunteers. These materials will be organized during their acquisition throughout months 4-12. Materials from the existing Library will be moved just prior to opening.

During months 8-12, the Fontana Library staff will conduct visits to local schools and teacher meetings to educate teachers and administrators on the available hours and services dedicated to student use and class visits.

Also during months 8-12, the County and City staff will plan a dedication ceremony for the new Library facility. A wide range of County, City, School District and community members will be informed about the new Library and services through outreach efforts conducted by Library staff. The County and City staff will develop the mailing list including all of the appropriate dignitaries. Planning will need to begin four months prior to opening.

During months 9-12, the Fontana Branch Manager will coordinate and initiate training for new staff members and develop a method to transfer current and new Library programs to the new facility.

B. FUTURE PLANNING

Future planning is an ongoing commitment of the Fontana Library. After the dedication ceremony, the Library staff will continue to work cooperatively with the Fontana Unified School District to periodically review joint uses and determine if changes need to be made. These activities will be conducted according to the terms of the Joint Use Agreement.

When the Library opens, staff will have in place a system for recording daily statistics to use as part of an annual review. Each year, Library staff will conduct a review of patron usage, needs, and qualitative comments to ensure that the Library continues to serve the needs of the Fontana community. This information will be presented to the County, the City and the Fontana Unified School District.

The County Librarian and the City Manager will re-evaluate the entire Library on an annual basis to determine the need for any major modifications, resolution of problems, recommended changes and improvements. The Superintendent of Fontana Unified School District will be included in the annual review.

VIII. Technology Plan

A. EXECUTIVE SUMMARY

General Needs Assessment Findings

The Needs Assessment findings showed that stakeholder groups expressed the need for additional computers, internet access, adaptive technology, multiple databases, instructional training, and remote access to library resources. Focus groups reiterated similar needs for the role of technology in the new Library.

Needs of K-12 Students

The Needs Assessment indicated the requirements for electronic technologies to better serve the needs of K-12 students. Surveys completed by students, parents, and school personnel reinforced the requests expressed in focus groups for more computers and databases that emphasized homework assistance, family literacy and career information. Forty-six percent of the student survey respondents indicated the need for more computers, and 33% indicated the need for more internet access. Survey respondents and focus group attendees also expressed a need for a computer center with instructional training to augment school services. According to the mail, general, student and school personnel surveys, 35% expressed a need for a distinct homework center for students.

Technology Goals

Goal 1: The Fontana community will have a Library building that integrates current technology and provides room for future expansion.

Goal 2: The Fontana community will be able to access information utilizing the most current technology within the Library or from remote locations.

Goal 3: The Fontana community will have opportunities to learn computer skills from knowledgeable staff and volunteers.

Goal 4: Students, along with their parents and caregivers, will be able to access a wide range of technology resources to enhance their academic achievement.

The Library will take advantage of the latest technology and have a total of 252 computers, all with internet capability, filtered for age-appropriate materials, and a range of appropriate software. Clients will have access to over a dozen databases online and will have 1.1 million materials on the catalog database, accessible remotely. The new Library will have a Computer Center for general computer use and training. It will have computers in the Homework Center in the Family Training and Learning Center and two Homework Club areas with

computers loaded with educational software to support the School District curriculum. The Literacy Center will have computers with programs that help patrons in English literacy. Throughout the Library, in specific areas, there will be computers dedicated to OPAC searches. The meeting rooms and conference rooms will have computer access to add to the audio visual capacity of these spaces. ADA compatible computers will also be provided for the disabled and 25 computer workstations will be loaded for Spanish-speakers. In the Audio Visual Area, the Library will have an enhanced Audio Visual Capacity with more CDs, DVDs, audio tapes, and videos.

The Library will conduct computer literacy programs through classes, tutoring sessions, and spontaneous assistance whenever needed. Classes and assistance will focus on research methods using the Library's catalog, databases, and the internet. There will be training specifically designed for teachers, Spanish-speakers, students of all ages, and Library staff.

Summary of K-12 Services

In the Homework Center, the Library will have 12 computers as well as 15 laptop computers provided by the Fontana Unified School District, loaded with educational software. The Homework Center will be for students of all ages who will use the Library's computers to access information from the Library's electronic resources. In the Homework Club areas, students of different age groups will meet and use the total of 11 computers provided to supplement their homework assignments. For children in need of literacy help, instructors and students will have access to computers which have literacy software programs.

As stated above, there will be several distinct areas for K-12 students to use computers and audiovisual materials. The Homework Center in the Family Training and Learning Center will have computers with internet access. The two Homework Club areas will have 6 computers in the Children's Library and 5 computers in the Young Adult area. The Literacy Center will have computers designed specifically for students who are being tutored in reading. In addition, there will be computers in study rooms for students groups.

As with the general technology training offered by the Library, Library staff or certified instructors will teach classes, tutor individually, and offer spontaneous assistance when necessary to students K-12 on the methodology of research using the Library's databases or the internet.

Future Technology Planning

The new Fontana Library and Resource Technology Center is designed with a robust technology infrastructure. Because technology is changing constantly, the Library will conduct an annual technology review in order to ensure that technology is kept up-to-date in the Library.

B. INTEGRATION OF TECHNOLOGIES IN RESPONSE TO SERVICE NEEDS

Surveys completed by library users and non-users, students, school personnel, the business community, service organizations, and other community members clearly indicated the need for technology in the new Library. Survey respondents requested additional computers, internet access, adaptive technology, multiple databases, and a place within the library for instructional training. In addition, they requested remote access from any PC location with electronic links to Library resources. Focus groups reiterated similar needs for the role of technology in the library. Discussions at the various focus group meetings and interviews emphasized the importance of planning for future technology requirements as well as meeting the immediate needs identified in the needs assessment. An overall factor was that technology in the library must be easy to use.

1. SPECIFIC TECHNOLOGY NEEDS

From information collected through various surveys, focus groups, and interviews, the Library assessed the technological needs of its service population. From a mail survey, general survey, student survey, school personnel survey, a countywide online survey, and a survey of Spanish-speaking Library users, the Library received feedback from more than 1,900 people.

The Library also conducted focus groups representative of the Library's diverse clientele to further discuss their technological needs. A total of 12 focus groups, plus three informal (documented) discussions, were conducted in Fontana during 2000 and 2001. In addition to appeals to the general public to participate in the focus groups, targeted outreach was done to solicit the participation of special groups of community stakeholders, including:

- Local business owners
- Young adults
- At-risk youth
- People with disabilities and their caregivers
- Senior citizens
- Parents
- Low-income adults
- Limited-English Spanish speakers
- Service club members

The Library also conducted 20 one-on-one, key informant interviews with school district administrators and Library staff including the Superintendent of the Fontana Unified School District, several Assistant Superintendents, and staff at the old Fontana Library building.

Based on the information gathered from these various sources, the Library found recurring themes of technological need.

More Computers

Fontana area newspaper articles (2000-2001) found that the Library's limited technological programs were so over-subscribed that the Library staff often felt overwhelmed. The Library documented a demand for more computers from 71% of the City's mail survey respondents, 50% of the school personnel survey respondents, 48% of the student survey respondents, 46% of the general survey respondents, and 29% of the online survey respondents. The same finding was documented from interviews with people focus groups for seniors and at the Family Fun Night, as well as in a Rotary Club member discussion and Library staff interviews.

More Internet Access

From the mail, general, and student surveys, the Library found that approximately 30% of the respondents used the old Fontana Library for internet access, yet there was a significant indication that more internet access was needed. The Library documented the need for more internet access from 33% of the general survey respondents, 32% of the student survey respondents, and 52% of the school personnel respondents. In particular, the 12 participants in the at-risk youth focus group expressed a need for help with the internet.

More Computer Training

As noted by the focus groups and surveys, computer training programs for all ages was an imperative need. Computer training was specifically requested by 14 out of the 15 focus groups and discussion groups. In addition, Mike Bement, Fontana's Unified School District Director of Media and Public Information, suggested that there was a specific need for computer training programs based on the demands he had observed in the growing student population. Some of the particulars to the training that interviewees suggested were:

- One-on-one assistance in the library;
- Computer training for use with homework help, career development, and literacy tutoring;
- Internet training for parents and caregivers; and
- Training on how to evaluate internet resources.

Special Spaces for Computer Use and Training

The need for specific areas for computer use and training, such as a Computer Center, was strongly expressed by several of the groups interviewed such as the mixed adults focus group which recommended a separate computer room for

youth and the Library staff who recommended a distinct computer training classroom. One of the key messages from school district administrators was that the Library needed a facility where students could get the technology education and access that will qualify them for future careers.

More Resources for K-12 Students

Student resources in the Library were found to be a priority for many of the interviewees. There was an expressed need for a children's computer center so that designated computers could be available to students after school hours. Some expressed a technological need that would help them with their homework assignments by giving them access to quick links to augment their school work. All program areas for K-12 students, including the Homework Center, Homework Clubs, Computer Center, Literacy Center, Children's Library, Young Adult area, and study/tutoring rooms will be technology-rich with computer access. Mike Bement, FUSD's Director of Media and Public Information, stressed the importance of providing resources to supplement the school curriculum as school resources themselves may be scarce as the student population of Fontana grows.

More Audio Visual Materials

Largely learned from the student respondents, the Library found a need for more audio visual materials including music CDs and videos. 50% of the students who participated in the Student Survey indicated that they wanted more music CDs and 35% of them indicated that they wanted more videos. Focus groups also expressed a need for more books on tape. The mixed adults and senior focus groups as well as Library staff prioritized the need for more audio books.

Online Databases

The Library staff indicated the need for more online databases in addition to the ones that the temporary library already offers. Databases for job and career searches, databases connected to the Fontana Unified School District curriculum, and databases for popular reading were pointed out as a priority for the Library's community needs. Also, the Fontana Library staff as well as other groups such as the business community focus group indicated the need for research materials and resources online so that those resources could be accessed remotely.

Other Technological Needs

Spanish Language Access

Surveyed at the Library's Family Fun Night and Open House, respondents indicated that they wanted more computers with Spanish language access.

More Public-use Printers

According to the Countywide Online Survey of County Library website users, 24% of the respondents indicated a need for more public printers.

Software Applications

Library staff who were interviewed recommended all computer have standard software applications such as Microsoft Word and Excel.

Internet Filtering Software

The mixed adults focus group expressed a need for filtering software on computers for children, so that they would be blocked from information deemed inappropriate for children.

ADA Access

Disabled individuals and their caregivers expressed a need for there to be more computers specifically designed for the disabled.

Library Programs

Technology will play a part in many aspects of the programs that the Library offers. Computers and internet access augment and complement all facets of learning. The Library will offer programs in conjunction with colleges and historical societies that will make use of the Library's computers.

Library patrons will be able to attend a variety of workshops and seminars in conjunction with the nearby colleges on topics that encourage reading and discussion such as the National Issues Forum. The Library will have a videoconferencing capacity, so it will be possible to organize distance learning projects. The City also has its own cable TV channel through which educational programs, in conjunction with the Library, can be presented.

The Library will provide programs on a variety of topics such as health, medicine, personal finance, and travel topics. The Library's Weblibrary and electronic databases online augment these programs.

The Library will offer programs on local history, historic photographs and genealogy that are guided by an informal committee of diverse community members. Library patrons can use the Library's website where there is a link for genealogy information as well as links to electronic databases for national, world, and ancient history.

Computer and internet access will help the growing population of immigrants and Spanish speakers learn English and will be used in conjunction with the Library's

literacy programs. The Library will act as a gateway for immigrant populations that may be highly literate in their native language but need to improve English language skills. As part of the Library's English Language Improvement Program, part of the literacy classes will involve computer technology. Computers will aid Spanish-speakers and other individuals who are part of the English Improvement program in learning how to read, write, speak and understand the English language.

One of the focuses of the English Improvement program will be to prepare individuals for citizenship exams or Graduate Equivalency Diplomas (GED). Library users will have access through the Library's technological resources to GED and Citizenship exams materials online, such as guides to these exams or sample tests.

The Career Center will house non-print and electronic resources, that provide job, career, and college education information to assist adults seeking career changes or job opportunities and pursuing vocational and career choices. The Center will also be used by teens seeking information on future careers. Staff will provide career, job and scholarship information, résumé assistance, and internet job search techniques. The Library will have Jobstar, JobBank, the Occupational Outlook Handbook, O'net, and California Occupational Guides, databases for adults that will aid them in their job or career search. The Library will also create a business and career web links and will locate and organize related information on their website.

C. TECHNOLOGY GOALS AND SERVICES

The following goals and services were developed to respond to the community's technology needs.

GOAL 1

The Fontana community will have a Library building that integrates current technology and provides room for future expansion.

Infrastructure Support

The new Fontana Library and Resource Technology Center will be one of 29 branch libraries supported in part by San Bernardino County Library Automation Department. The Automation Department staff consists of one Coordinator and five full time computer technicians. The Library will be connected to the San Bernardino County WAN system. The City of Fontana Technology Services Department will provide on-site support on a daily basis.

The County Library Automation Department and the Fontana Technology Services Department have developed the following technology infrastructure to

support the functionality of the Fontana Library and Resource Technology Center.

Computer Workstations and Peripherals

The Library documented a demand for more computers from 71% of the City's mail survey respondents, 50% of the school personnel survey respondents, 48% of the student survey respondents, 46% of the general survey respondents, and 29% of the Online survey respondents. Of the total number of respondents in these surveys, 49% asked that the Library install more computers.

Fulfilling this need, the Library will contain 205 public use computer workstations (Pentium III or IV based PCs) loaded with the online catalog, electronic databases, software applications, internet access and links to internet resources, satisfying both the needs of almost every group surveyed that indicated a need for more computers and the needs of the Fontana Library staff which indicated a need for more software applications.

Workstation Areas

As indicated by the mixed adult focus group and interviews with Library staff, the new Library will have designated areas for computer use depending on the need of the client.

The 205 public use Library computers will be designated and integral parts of the Literacy Center, Computer Center, Homework Center, OPAC research areas, Homework Club areas, study and meeting rooms, Career Center, Children's Library, Young Adult area, and various collections areas. Several of these areas, specifically the Homework Center and the two Homework Club areas offer children and young adults not only the technology services that surveys have shown they use, but also a space they need to support their educational goals.

Workstations will specifically address the need expressed by FUSD administrators who stressed the importance of having technology that supports the homework assignments of Fontana students. In the Computer Center, the Fontana Unified School District will provide 15 laptop computers, internet ready and loaded with educational software that will complement the Fontana School District's curriculum. These workstations will serve as the basic technology access points for students, as well as tools to supplement School District curriculum and Library program activities.

Spanish Language Access Computers

Surveyed at the Library's Family Fun Night and Open House, respondents indicated that they wanted more computers with Spanish language access. To

improve access for underserved populations, twenty-five (25) workstations will be loaded in the Spanish language.

Computers for People with Disabilities

As indicated by a surveyed focus group containing disabled individuals and their caregivers, a dedicated adaptive technology area is designed to house three specialized workstations (although all workstations will have basic accessibility functions). The three dedicated adaptive technology workstations for ADA access will include Clearview 317XL, a special device for magnifying printed material; Zoomtext, a software program that increases the size of text and graphics viewed on the computer monitor up to 16 times; and large print and high contrast keyboards.

Other Computer Peripherals

According to the Countywide Online Survey, 24% of the respondents indicated a need for more public printers. As a result, twenty-two (22) networked printers will be located throughout the Library for public use, including black-and-white and color inkjet and laser printers.

Library staff will use 47 staff workstations (including those used to serve the public) and 5 portable computers, with seven dedicated inkjet and laser printers.

Servers

Satisfying a generally-expressed desire for more online resources, the Library web servers currently provide patron access from the branches and from remote locations to the Library home page, the online card catalog, electronic databases, and links to the internet. The servers also run Microsoft Exchange to provide County e-mail support for staff.

The new Library will use Windows 2000 servers to run a proxy server, Websense internet filtering software, and file server services for staff PCs. A GHOST server utilizing Ghost 7.5 enterprise will support direct and remote imaging of public and staff PC's. Two UPS power supplies will provide back-up power. Server equipment will be stored in the Telecommunications/Data room.

Cabling and Networking

The County's T-1 line will be delivered to the Branch through Category 6 network cabling terminating at a CAT6 patch panel connected to a Cisco Catalyst 1900 switch with firewall services. CISCO 2500 routers will support T-1, Ethernet, and asynchronous communications. Frame relay T-1 connections will link branches to the main library servers. County T-3 internet connectivity to the County WAN will also be provided and protected by a Gauntlet firewall.

The Library's internal network will use six high-capacity wireless hubs for workstation access to the internet, using the 802.11.B wireless standard that supports 54 workstations per hub. PDAs and laptops using wireless technology will be able to connect to the Library network. Data ports will be provided at readers seats.

Multimedia

The Library will serve as a community video conferencing host. Staff, students, or community groups can give multimedia presentations in the Public Meeting Rooms. The meeting rooms and conference rooms also have computer access and satisfy the generally addressed need by 49% of all the survey respondents for more computers. The Computer Center is designed with presentation equipment for classroom education.

Fifty percent of the students who participated in the Student Survey indicated that they wanted more music CDs and 35% indicated that they wanted more videos. There will be a special Young Adult Multimedia Center equipped with eight multimedia computers with multimedia applications for CD and DVD use, as well as viewing internet video and audio clips.

Library Catalog

The Library catalog, containing 1.1 million items, is accessible through a VMS server providing DRA online catalog services that will be available at each on-site workstation. The Library staff as well as other groups such as the business community focus group indicated the need for research materials and resources online. The Library's catalog has been made accessible and can be accessed remotely through the Library website, www.sbcounty.gov/library, which allows patrons to access the collection materials, place holds, and find information about their accounts. Patrons can also access the neighboring Riverside County Library catalog system with an additional 1.6 million items. More functions of the website are discussed under "Websites" below.

Other Technology

Workstations will use thin-client technology to conserve space. Other miscellaneous technology equipment to be used by patrons will include: three RFID self-checkout systems near the Library entrance/exit, a coin-operated fax machine, six public copiers, and software for CBT (Computer Based Training).

Software Applications

All computers will be loaded with the latest version of Microsoft Office and Windows Operating system. With the latest version installed, patrons will be able

to access earlier versions of Microsoft and be able to convert documents for their needs. It was determined through surveys with the Fontana Library staff that the following Microsoft applications were important to the community, and therefore, will be available for patron use.

- Word
- Excel
- Access
- Publisher
- PowerPoint
- Resume program in Word

The Library will also have access to customized software developed to supplement the Fontana Unified School District's curriculum for students of all ages. The Fontana Unified School District will provide 15 laptop computers, internet ready and loaded with educational software that supports students in their homework activities.

Study and Meeting Rooms

Several of the meeting rooms and study areas will be equipped with built-in computer and internet access throughout the Library. The Computer Center, Meeting Rooms, and Conference Rooms also include audio-visual presentation capacity. These rooms integrate technology to facilitate patron quiet study, community group meetings, information seeking, and student ability to collaborate on group assignments.

Potential for Future Expansion

The technology needs of the Library will be reviewed by County management and technical support services staff on an annual basis. Potential room for future expansion includes a 7,440 square foot area of the second floor, which houses the City's Information Technology Department. While designed to serve as the on-site technology resource for the Library and the City, this multi-purpose space can also serve as potential room for expansion for future public technology needs.

GOAL 2

The Fontana community will be able to access information utilizing the most current technology within the Library or from remote locations.

Websites

Library Website

Patrons can use the Library's already existing website not only as a portal to the Library catalog, but also to access a wealth of pre-screened and specially-developed web resources.

General resources are collected in a web library by topic, including areas most commonly requested by patrons such as health, automotive, jobs and careers, and Hispanic links. Sections developed for children and young adults are called "Kid's Page" and "Teen Scene". The County Library's web page for kids is colorful, exciting, and full of content for both children and parents. The teen page has high appeal and is geared to young adult interests and homework help. The website also contains "Pathfinders" to guide patrons to the most useful areas of the reference collection for specific information needs, such as "Writing a Resume."

The Library will add a new online "Community Calendar" to its website that will highlight meetings, programs, cultural activities, and events held by local service groups, organizations, and the City of Fontana.

School District Website

The Fontana Unified School District's website will be hotlinked to Library workstations. This service is described in more detail under Goal 4 regarding K-12 student resources.

Databases

Interviews with the Fontana Branch Library staff and surveys revealing patron requests for more research help indicated a need for more databases. In response, the Library's computer resources will contain extensive databases selected to assist staff and patrons. Designated computers will provide similar information with a Spanish language interface. Databases are currently used by staff to answer reference questions or for patrons to obtain articles, information, and resources for specific interest areas. Library staff will assist patrons in finding the best methods to access information from the Library's databases.

Patrons will have 24/7 access to web-based reference services, including "Ask a Librarian" and all electronic databases, satisfying the need expressed by the

Library staff as well as members of the business community focus group for databases and other research materials that can be accessed remotely. The Library already subscribes to a variety of electronic reference resources, including magazine indexes with full text articles, but will increase the number of current databases through cooperation with the Fontana Unified School District.

The Library will provide access to the following online databases, within the library and through remote access:

Readers' Advisory

- What Do I Read Next?
- Novelist
- Online Book Clubs
- NetLibrary – books

General Information

- 24/7 Ask A Librarian
- Gale Biography Resource Center
- Gale General Reference
- Gale History Resource Center for US and Modern World
- Gale Custom Newspapers
- Gale Business and Company Resource Center
- NetLibrary
- Opposing viewpoints
- World Book Encyclopedia
- Facts On File – Ancient Histories and Cultures

Business and Career

- Jobstar
- JobBank
- Learn-A-Test
- Occupational Outlook Handbook
- O'Net and California Occupational Guides

Children's and Young Adult's

- Grolier Online Resources (Fontana Unified School District will provide)
- Big Chalk (Fontana Unified School District will provide)
- Tutor.com
- Kids Info-Bits

GOAL 3

The Fontana community will have opportunities to learn computer and information literacy skills from knowledgeable staff and volunteers.

Staff and Volunteer Training

More than 90% of the focus groups indicated the need for computer training. The Library staff also indicated the need to have a special space to hold computer training and classes. The Library will ensure that staff and volunteers are trained on how people seek and process information and techniques to develop the skills in evaluating information resources. Training will also focus on developing an excellent range of computer skills and familiarity with different types of software products. Specialized training for computer and literacy skill support will be provided to all staff and volunteers.

Computer Literacy

As expressed in the Library's focus groups and surveys, computer training for all ages was an imperative need. For example, the Fontana Women's Club expressed as one of the Library's most important needs computer training at all levels. The Library will therefore conduct computer literacy classes in the new Computer Center.

The Library will offer a variety of training sessions for people with different levels of computer knowledge and skills. Objectives for training sessions will vary from basic computers skills to more advanced sessions that seek to impart digital literacy competencies such as the critical evaluation of online content.

To ensure patrons have access to the variety of training classes available, Library staff will develop and produce, in print and online, a quarterly calendar providing a brief description of training and list of days and times available.

Information Literacy

The Library's information literacy services will utilize the Computer Center for training. Library staff will teach effective strategies when using various search engines, the online catalog and online databases. These computer-based training sessions will present techniques for learning the skills related to finding, evaluating, and using information effectively. Training sessions will go beyond the basics and seek to impart digital literacy competencies including the critical evaluation of online content. On an ongoing basis, staff will develop special programs on information literacy to remain current with new technologies and changing information resource design.

Aspects of the service that will be emphasized include teaching effective strategies when using various internet search engines and instruction in how to perform expert or complex searches on the Library system's online catalog and with its online databases.

Other Services

The Library will continually review and update computer technologies in order to conform to the latest trends in technological information systems. The Library will provide the latest technology and software available.

D. HOW TECHNOLOGIES MEET THE NEEDS OF K-12 STUDENTS

The Community Needs Assessment indicated the need for electronic technologies to better serve the needs of K-12 students. Surveys completed by students, parents, caregivers and school personnel reinforced the requests expressed in focus groups for more computers and databases that emphasized homework assistance, family literacy, and career information. For example, the at-risk youth focus group indicated that they wanted more homework help, computer and internet help, and reading assistance from Library programs. Students in the student survey also indicated that the Library needed more Audio Visual materials such as CDs and DVDs. Fifty percent of the students who participated in the Student Survey indicated that they wanted more music CDs and 35% indicated that they wanted more videos. Survey respondents and focus group attendees also expressed the vital need for a computer center with instructional training in the library to augment school services. Forty-five percent of the respondents in the school personnel survey indicated that the Library needed a computer center, a place for students to use and learn about using computers and the internet. Meetings with school District staff helped to refine the technology requirements for their students.

GOAL 4

Students, along with their parents and caregivers, will be able to access a wide range of technology resources to enhance their academic achievement.

Computer Workstations

The mixed adult focus group recommended separate computer areas for younger teenagers. Computer workstations throughout the Library will be available for student use with designated workstations in the Family Training and Learning Center, the Children's Library, and the Young Adult area. These

workstations allow students to congregate, study, and use the computers in separate study rooms. The computers will allow students to access a full range of electronic information resources including internet access, magazine indexes with full text articles, and tutor.com, a software application that helps students with homework. In addition, and as expressed by the mixed adults focus group, all computers will have filters to the internet, making the Library and its computer resources a safe place for children to learn.

The Literacy Center will have computers with literacy learning resources and will be available for student, parent and caregiver use. Library staff and trained volunteers will offer one-on-one assistance to help students navigate these electronic literacy resources and provide classes in the Computer Center to introduce school-age children to the library's electronic resources.

Databases

The Library staff indicated the need for more online databases in addition to the ones that the temporary library offers. Surveyed respondents from the Spanish-speaking community requested help in accessing information on computers, animals, history, health, and the English language. Databases for job and career searches, databases connected to the Fontana Unified School District curriculum, and databases for popular reading were also pointed out as priorities for the Library's community needs. Electronic databases are used in conjunction with the programming described later in this section regarding student services. They can also be used individually by students.

Electronic resources that students can use for academic support or personal enrichment include:

- Grolier Online Resources (Fontana Unified School District will provide)
- Big Chalk (Fontana Unified School District will provide)
- Tutor.com
- Kids Info-Bits
- Gale Biography Resource Center
- Gale General Reference
- Gale History Resource Center for US and Modern World
- Facts on File - Ancient History and Cultures
- Gale Custom Newspapers (full text)
- NetLibrary
- Online Book Club
- What Do I Read Next?

For teens, career-related electronic resources to investigate future jobs and careers will be located on the Library homepage with weblibrary links to include:

- Jobstar

- JobBank
- Occupational Outlook Handbook
- O'Net
- California Occupational Guides

The County Library system regularly evaluates and expands the electronic databases used by students to support their learning goals.

Websites

County Library Website

As mentioned previously, sections developed for children and young adults are called "Kid's Page" and "Teen Scene." These web resources focus on links for homework help by subject and age-appropriate information sources. Extensive pre-screened websites, online books and other resources can be accessed.

Fontana Unified School District Website

The Fontana Unified School District currently provides a multimedia instructional website (FUSD.NET). This interactive site will be hotlinked to the Library workstations and is under development to provide access to homework assignments, school calendars, and instructional teacher, parent and student resources. Links for students will be geared to the State of California school curriculum. The District will also provide access to the County electronic catalogue system, including the book and A/V reserves, through District computers at each school site.

Student Programs

Homework Center

Approximately 35% of the respondents in the mail, general, student and school personnel survey suggested that the Library have a new Homework Center. As indicated by the surveys, focus groups, and interviews, respondents noted a need for curriculum support for students of all ages. The Library will have a Homework Center in the Family Training and Learning Center that will have access to electronic databases and educational software to assist students with their school assignments.

Computer Center

The Computer Center will contain 25 computer workstations with access to the full range of Library resources. The Fontana Unified School District will provide 15 internet-ready laptop computers and software to support School District

programs. Each computer will include age-appropriate educational software programs, filtered internet access, and links to the District and Library websites.

To address the computer training need expressed by a large majority of people in the focus groups, Library staff or trained volunteers will offer group classes, individual tutoring, and spontaneous one-on-one assistance for students of all ages. Basic to advanced level instruction on computer uses will be available to students. Classes will be scheduled with preference for after-school hours. Instruction will focus on how to execute a search on the Library's online catalog or on the internet using various search engines or online databases. A calendar of classes will list computer literacy activities. The City's computer specialist from the Information Technology Services Department will also conduct classes for students.

Teen Programs

Giving youth their own space to explore the internet or use computer resources was a suggestion by the members of the mixed adult focus group and by teens themselves. The Library, in collaboration with the Fontana Unified School District, will operate the Young Adult Homework Club area as an additional homework space for the completion of group homework assignments in the new Library. It will be located on the second floor in the Young Adult area, adjacent to the Cyber Café. All young adult areas are designed with computer workstations. In addition to advising on collections and programming, the Teen Council will make recommendations for the use of technology for young adults.

There will be a number of programs geared toward teenagers that use technology. One such program, hosted by the Fontana Middle School, is the 21st Century Community Learning Program. The program will provide three hours of after-school academic and enrichment activities and will use the Homework Center and its 25 computers.

Children's Programs

The Children's Homework Club, distinct from the Young Adult Homework Club and located in the Children's Library, is an area for group homework assistance. The Homework Club area will contain computer workstations with age-appropriate educational software. The Library will conduct a series of six programs that will introduce school-age children to the Library's reference and electronic resources, and internet access. The programs will teach children how to use these resources and will be conducted in the afternoon by the Children's Librarian and the Technology Specialist.

The Library will also host a variety of student reading programs that will involve the use of computers and the internet, such as the Library's Summer Reading Program and the Fast Forward Reading Program. These programs will enable

children and young adults to sustain their reading skills and enhance their joy of reading. As part of these programs, students will be able to use educational reading software to enhance their reading skills.

Other Programs

Other programs for both children and teens include multimedia tours for student classes. These tours will introduce students to the Library's computers, databases, audio visual and internet resources.

The Library, in coordination with the School District, will also offer a literacy program that includes individualized tutoring. This literacy program will use computer-based literacy training software such as electronic resources for both the learner and the tutor. Database access to instructional materials will also enhance tutoring abilities.

Family Education Programs

The new Library will support a host of family education programs that involve parents, caregivers, and their children to support family literacy and student achievement. The following programs will be supported by technology in the Library as indicated.

Family Literacy

The Family Literacy Program will include computer-based and computer-assisted literacy training software. The Literacy Center will facilitate electronic resources for both the learner and the tutor. Database access to instructional technology and materials will be offered that enhance tutoring abilities. Learners will develop their computer literacy skills as they access specialized electronic resources for reading, functional math, and test preparation.

The Library will host other programs for parents which will also use computers and the internet to help instill good reading skills in family members. The local School District's Parent Education Center will offer evening parenting workshops on topics such as "Helping Your Child with Homework." The school district's website will contain links for parent resources that can complement the workshop topics.

Also, the local School District conducts the Parents as Teachers (PAT) Program. PAT is an international early childhood parent education and family support program for English and Spanish speaking families. PAT is offered from pregnancy until a child enters kindergarten, usually age 5. Library staff will guide a family's access to the wealth of early childhood development information on Library databases as well as on the internet. The School District website will also contain links to these sites.

The Community Based English Tutoring program, operated by the School District and located at the Library, will offer adults and parents of students a one-on-one English tutoring program that will use computers to help adults and parents to read, write, speak, and understand the English language.

LITE (Literacy, Information, Technology and Education) Program

LITE, for children up to five years of age with their parents and caregivers, will include instruction on internet use to address issues of parenting, health, and school readiness. This program will prepare future K-12 students to enter school.

Career Center

The Career Center will house non-print and electronic resources that provide job, career, and college education information to assist 7th –12th grade students in assessing and pursuing vocational and career choices. Staff will provide career, job and scholarship information; résumé assistance; and internet job search techniques. The Library will have Jobstar, JobBank, the Occupational Outlook Handbook, O’net, and California Occupational Guides, databases that will aid students in their exploration of careers, jobs, and the job market. The Library will also create business and career web links and will locate and organize related information on the Library website.

Teacher Education Programs

Because of the community meeting and learning spaces available at the new Library, and the onsite offices of Fontana Unified School District staff, the District will use the new Library for teacher education programs. Teacher education will be designed to enhance academic support for students. School district personnel will be able to receive training in evaluation of internet and Library resources for educational purposes. Teachers can also host in-service trainings and trainings to prepare teachers for certification in the Library’s Computer Center, multimedia meeting rooms, or auditorium.

Teachers will have access to appropriate technology while attending a variety of workshops given by the Library. Teachers will learn about the Library’s electronic resources so that they can teach this information to their students, use it themselves in preparing lesson plans, and take advantage of the multimedia capacity of the Library’s meeting rooms or conference rooms.

E. FUTURE TECHNOLOGY PLANNING

The new Fontana Library and Resource Technology Center is designed with a robust technology infrastructure. This includes a state-of-the-art wireless network and high-capacity cabling to bring high-speed internet access to the site.

Computer workstations are designed to be easily upgraded, and software maintenance and replacement is coordinated through a central network server. The new Library building is also located on Sierra Avenue, which is being developed as a major fiber optic cable path that will extend to businesses, schools, and homes throughout the entire community.

Because technology is changing constantly, the Library will conduct an annual technology review in order to ensure that technology is kept up-to-date in the Library. This review will be conducted by the City's Information Technology Department staff and County Library staff. The review will evaluate the current usefulness of existing technology and consider new technologies that are available which should be integrated into the Library building. An example of a new technology which could fulfill patron needs include centralized multilingual computer access on all workstation interfaces. Currently, each workstation can only be loaded in one language to access the Library's services. Based on this annual review, the Library will purchase and upgrade technology equipment, hardware, software, and other resources as needed.

Technology

Type of Units	UNIT QTY	UNIT SQFT	TOTAL SQFT
Audio Amplifier	1	0	0
Audio Cassette Tape Player/Recorder	3	0	0
Audio Pre-Amplifier	1	0	0
Audio Receiver	1	0	0
Audio Teleconferencing System	2	0	0
AV/Technology Equipment Cart, Large	2	15	30
AV/Technology Equipment Cart, Small	1	10	10
Bar Code Reader, Hand Held	5	0	0
Booth, Multimedia	2	250	500
Booth, Young Adult	4	250	1000
Cabinet, AV Equipment	7	15	105
Cabinet, AV Media Storage	1	25	25
Cabinet, AV Media Storage	4	30	120
CD Player	2	0	0
CD/Cassette Tape Player	4	0	0
Chair, Technology Workstation	75	0	0
Chair, Technology Workstation	8	15	120
Chair, Technology Workstation Task	64	0	0
Computer, Multimedia Desktop	8	0	0
Computer, OCLC Desktop	1	0	0
Computer, OPAC (On-Line Public Access) Desktop	29	0	0
Computer, OPAC (On-Line Public Access) Desktop	2	10	20
Computer, OPAC Desktop Spanish Language	7	0	0
Computer, Public Desktop	140	0	0
Computer, Public Desktop	1	10	10
Computer, Public Desktop Spanish Language	18	0	0
Computer, Staff Desktop	41	0	0
Computer, Staff Portable	5	0	0
Copier	2	50	100
Copier, B&W Freestanding	5	50	250
Copier, B&W Freestanding	1	100	100
Copier, Color Freestanding	1	35	35
Copier, Color Freestanding	1	50	50
Demagnetizer/Desensitizer	9	0	0
DVD Player	8	0	0

FAX Machine, Desktop	3	0	0
FAX Machine, Desktop Coin-Operated	1	0	0
Fax Stand	1	20	20
Headphone, AV	18	0	0
Printer Stand	1	20	20
Printer, Ink-Jet (B&W)	14	0	0
Printer, Ink-Jet (Color)	3	0	0
Printer, Laser (B&W)	4	0	0
Printer, Laser (Color)	7	0	0
Printer, Laser (Color)	1	15	15
Printer, Receipt	6	0	0
Projection Screen, Motorized Coiling	7	0	0
Projection Screen, Wall Mounted	1	0	0
Projector, Ceiling Mounted AV	3	0	0
Projector, Data Desktop	2	0	0
Rack, AV Equipment	1	10	10
Rack, Computer / Communications Equipment	3	30	90
Scanner, Flat	2	0	0
Security Gates, Book Theft Detection System	2	35	70
Self Check-Out Counter	3	50	150
Self Check-Out Machine	3	0	0
Telecommunications Backboard	2	28	56
Telecommunications Equipment/Hub / Multiplexer	1	0	0
Telephone Central Station	1	0	0
Telephone Handset	40	0	0
Telephone Headset	2	0	0
Telephones, Public Pay (2 Heights)	1	0	0
TV Monitor With DVD Player & Flat Screen	1	40	40
TV Monitor, 32"	1	0	0
TV Monitor, 60" Large Screen	4	25	100
TV/VCR Player	4	0	0
Uninterruptable Power Supply (UPS), Multiple Devices	2	0	0
Video Cassette Player/Recorder	6	0	0
White Board, Electronic	1	0	0
Workstation, Computer Training	12	60	720
Workstation, Computer Training	1	150	150
Workstation, Technology Carrel	21	35	735
Workstation, Technology Carrel	81	40	3240
Workstation, Technology Carrel	8	45	360

Workstation, Technology Carrel	1	120	120
Workstation, Technology Counter	12	30	360
Workstation, Technology Counter	3	50	150
Workstation, Technology Counter	8	60	480

LIBRARY DIVISION

Space Name Type of Unit	UNIT QTY	UNIT SQFT	TOTAL SQFT
----------------------------	-------------	--------------	---------------

ADMINISTRATION

Administrative Staff Office			
Computer, Staff Desktop	5	0	0
Branch Manager's Office			
Computer, Staff Desktop	1	0	0
Telephone Handset	1	0	0
Business Office			
Computer, Staff Desktop	1	0	0
Telephone Handset	1	0	0
Conference Room			
Cabinet, AV Equipment	1	15	15
Projection Screen, Motorized Ceiling	1	0	0
Telephone Handset	1	0	0
TV/VCR Player	1	0	0
Copy/Printing/Fax			
Copier, Color Freestanding	1	35	35
FAX Machine, Desktop	1	0	0
Fax Stand	1	20	20
Printer, Laser (Color)	1	0	0
District Clerk (Joint-Use)			
Computer, Staff Desktop	1	0	0
District Librarian's Office - Joint-Use Coord.			
Computer, Staff Desktop	1	0	0
Telephone Handset	1	0	0
Kitchenette			
Telephone Handset	1	0	0
Reception & Waiting Area			
Computer, Staff Desktop	1	0	0
Telephone Handset	1	0	0
Regional Manager's Office			
Computer, Staff Portable	1	0	0
Telephone Handset	1	0	0

AUDIO-VISUAL LIBRARY

Adaptive Technology Visually Disabled			
Chair, Technology Workstation	3	0	0

Computer, Public Desktop	3	0	0
AV Collection & Seating			
Audio Cassette Tape Player/Recorder	2	0	0
CD Player	2	0	0
Chair, Technology Workstation	8	15	120
Computer, OPAC (On-Line Public Access) Desktop	2	10	20
Computer, Public Desktop	7	0	0
Computer, Public Desktop Spanish Language	1	0	0
DVD Player	3	0	0
Headphone, AV	10	0	0
Video Cassette Player/Recorder	3	0	0
Workstation, Technology Carrel	8	45	360
AV Storage Room			
Cabinet, AV Media Storage	4	30	120

CHILDREN'S LIBRARY

Children's AV Collection & Seating			
CD/Cassette Tape Player	2	0	0
Chair, Technology Workstation	8	0	0
Computer, OPAC (On-Line Public Access) Desktop	7	0	0
Computer, Public Desktop	5	0	0
Computer, Public Desktop Spanish Language	1	0	0
DVD Player	4	0	0
Headphone, AV	8	0	0
Video Cassette Player/Recorder	1	0	0
Workstation, Technology Carrel	8	40	320
Children's Desk			
Computer, Staff Desktop	2	0	0
Printer, Ink-Jet (B&W)	1	0	0
Telephone Handset	2	0	0
Children's Office			
Computer, Staff Desktop	1	0	0
Telephone Handset	1	0	0
Children's OPAC & Entrance			
Computer, OPAC (On-Line Public Access) Desktop	5	0	0
Computer, OPAC Desktop Spanish Language	1	0	0
Printer, Ink-Jet (B&W)	1	0	0
Workstation, Technology Carrel	6	35	210
Children's Program Area			
AV Technology Equipment Cart, Large	1	15	15
Cabinet, AV Equipment	1	15	15
CD/Cassette Tape Player	1	0	0
DVD Player	1	0	0
Projection Screen, Motorized Ceiling	1	0	0
Projector, Ceiling Mounted AV	1	0	0
TV Monitor, 60" Large Screen	1	25	25

TV/VCR Player	1	0	0
Video Cassette Player/Recorder	1	0	0
Children's Reference Collection & Seating			
Chair, Technology Workstation	10	0	0
Computer, OPAC (On-Line Public Access) Desktop	3	0	0
Computer, OPAC Desktop Spanish Language	1	0	0
Computer, Public Desktop	5	0	0
Computer, Public Desktop Spanish Language	1	0	0
Copier, B&W Freestanding	1	100	100
Workstation, Technology Cartel	10	35	350
Children's Workroom			
Computer, Staff Desktop	3	0	0
FAX Machine, Desktop	1	0	0
Printer, Ink-Jet (Color)	1	0	0
Telephone Handset	3	0	0
Homework Club			
Chair, Technology Workstation	6	0	0
Computer, Public Desktop	6	0	0
Copier, B&W Freestanding	1	50	50
Printer, Laser (B&W)	1	0	0
Workstation, Technology Cartel	6	40	240
Juvenile Collection & Seating			
Chair, Technology Workstation	5	0	0
Computer, OPAC (On-Line Public Access) Desktop	2	0	0
Computer, Public Desktop	2	0	0
Computer, Public Desktop Spanish Language	1	0	0
Workstation, Technology Cartel	5	35	175
L.I.F.E. Center			
Computer, Public Desktop	1	10	10
TV/VCR Player	1	0	0
Workstation, Technology Counter	1	30	30
L.I.F.E. Office			
Computer, Staff Desktop	1	0	0
Printer, Ink-Jet (B&W)	1	0	0
Study/Tutoring Room "D"			
Chair, Technology Workstation	1	0	0
Computer, Public Desktop	1	0	0
Workstation, Technology Cartel	1	120	120
Technology Areas			
Computer, Public Desktop	13	0	0
Computer, Public Desktop Spanish Language	2	0	0
Printer, Laser (B&W)	1	0	0
Workstation, Technology Counter	8	60	480

CIRCULATION SERVICES

Circulation Desk

Bar Code Reader, Hand Held	5	0	0
Computer, Staff Desktop	5	0	0
Demagnetizer/Desensitizer	5	0	0
Printer, Ink-Jet (B&W)	1	0	0
Printer, Receipt	5	0	0
Security Gates, Book Theft Detection System	2	35	70
Telephone Central Station	1	0	0
Telephone Handset	5	0	0
Telephone Headset	2	0	0
Circulation Work Area - 1			
Computer, Staff Portable	4	0	0
Demagnetizer/Desensitizer	4	0	0
Printer, Ink-Jet (B&W)	1	0	0
Circulation Work Area - 2			
Copier, B&W Freestanding	1	50	50
Telephone Handset	2	0	0
Circulation Workroom			
Computer, Staff Desktop	2	0	0
Telephone Handset	2	0	0
Workstation, Technology Carrel	2	40	80
Information Desk			
Computer, Staff Desktop	1	0	0
Printer, Ink-Jet (B&W)	1	0	0
Self-Check Out Bay			
Self Check-Out Counter	3	50	150
Self Check-Out Machine	1	0	0

F.T.L.C - HOMEWORK CENTER

Computer Center

AVTechnology Equipment Cart, Small	1	10	10
Chair, Technology Workstation Task	25	0	0
Computer, Public Desktop	24	0	0
Computer, Staff Desktop	1	0	0
Printer, Laser (Color)	1	15	15
Projection Screen, Motorized Ceiling	1	0	0
Projector, Data Desktop	1	0	0
White Board, Electronic	1	0	0
Workstation, Computer Training	12	60	720
Workstation, Computer Training	1	150	150

Homework Center

Chair, Technology Workstation	12	0	0
Computer, Public Desktop	10	0	0
Computer, Public Desktop Spanish Language	2	0	0
Copier	2	50	100
Printer, Laser (B&W)	1	0	0
Printer, Laser (Color)	1	0	0

Workstation, Technology Carrel	12	40	180
Service Desk (FLTC)			
Computer, Staff Desktop	1	0	0
Printer, Ink-Jet (B&W)	1	0	0
Telephone Handset	1	0	0

E.T.L.C. - CAREER CENTER

Career Center			
Chair, Technology Workstation	4	0	0
Computer, Public Desktop	3	0	0
Computer, Public Desktop Spanish Language	1	0	0
Telephone Handset	1	0	0
Workstation, Technology Carrel	4	40	160

E.T.L.C. - LITERACY CENTER

Literacy Computer Lab			
Chair, Technology Workstation Task	19	0	0
Computer, Public Desktop	19	0	0
Printer, Laser (Color)	1	0	0
Projection Screen, Motorized Ceiling	1	0	0
Projector, Data Desktop	1	0	0
TV/VCR Player	1	0	0
Workstation, Technology Carrel	19	40	760
Literacy Specialist's Office			
Computer, Public Desktop	1	0	0
Printer, Ink-Jet (B&W)	1	0	0
Literacy Study/Tutoring Area			
Chair, Technology Workstation	2	0	0
Computer, Public Desktop	2	0	0
Printer, Ink-Jet (B&W)	1	0	0

FICTION COLLECTION

Fiction Collection & Seating			
Chair, Technology Workstation	5	0	0
Computer, OPAC (On-Line Public Access) Desktop	2	0	0
Computer, Public Desktop	5	0	0
Computer, Public Desktop Spanish Language	2	0	0
Printer, Ink-Jet (B&W)	1	0	0
Workstation, Technology Carrel	5	40	200

GENERAL BUILDING SERVICES

Custodial Workroom			
Telephone Handset	1	0	0
Telecommunications/Data			
Rack, Computer / Communications Equipment	3	30	90
Telecommunications Backboard	2	28	56

Telecommunications Equipment (Hub / Multiplexer)	1	0	0
Telephone Handset	1	0	0
Uninterruptable Power Supply (UPS), Multiple Devices	2	0	0

LIBRARY ENTRANCE

Friends' Bookstore

Computer, Staff Desktop	1	0	0
Printer, Ink-Jet (B&W)	1	0	0

Friend's Coffee Bar

Computer, Staff Desktop	1	0	0
Printer, Receipt	1	0	0

Public Entrance & Lobby

Telephones, Public Pay (2 Heights)	1	0	0
------------------------------------	---	---	---

Security Desk

Computer, Staff Desktop	1	0	0
-------------------------	---	---	---

LOCAL HISTORY & GENEALOGY

Local History Collection & Seating

Chair, Technology Workstation	1	0	0
Computer, Public Desktop	1	0	0
Printer, Ink-Jet (B&W)	1	0	0
Workstation, Technology Counter	1	30	30

NON-FICTION COLLECTION

Non-Fiction Collection & Seating

Chair, Technology Workstation Task	5	0	0
Computer, OPAC (On-Line Public Access) Desktop	2	0	0
Computer, OPAC Desktop Spanish Language	2	0	0
Computer, Public Desktop	3	0	0
Computer, Public Desktop Spanish Language	2	0	0
Printer, Ink-Jet (B&W)	1	0	0
Workstation, Technology Counter	5	40	200

PERIODICALS COLLECTION

Current Magazine & Newspaper Display & Seating

Computer, OPAC (On-Line Public Access) Desktop	1	0	0
Computer, OPAC Desktop Spanish Language	1	0	0

PUBLIC MEETING ROOMS

Auditorium

Audio Amplifier	1	0	0
Audio Cassette Tape Player/Recorder	1	0	0
Audio Pro-Amplifier	1	0	0
Audio Receiver	1	0	0
Cabinet, AV Equipment	1	15	15
Cabinet, AV Media Storage	1	25	25

CD/Cassette Tape Player	1	0	0
Projection Screen, Motorized Ceiling	2	0	0
Projector, Ceiling Mounted AV	2	0	0
Rack, AV Equipment	1	10	10
TV Monitor, 60" Large Screen	2	25	50
Video Cassette Player/Recorder	1	0	0
Conference Room			
AV/Technology Equipment Cart, Large	1	15	15
Projection Screen, Motorized Ceiling	1	0	0
Telephone Handset	1	0	0
Meeting Room			
Audio Teleconferencing System	2	0	0
Cabinet, AV Equipment	4	15	60
TV Monitor, 60" Large Screen	1	25	25

REFERENCE SERVICES

Computer Lab

Chair, Technology Workstation Task	10	0	0
Computer, Public Desktop	8	0	0
Computer, Public Desktop Spanish Language	2	0	0
Printer, Laser (Color)	1	0	0
Workstation, Technology Counter	10	30	300

Conference Room

Projection Screen, Wall Mounted	1	0	0
---------------------------------	---	---	---

Copy Center

Copier, B&W Freestanding	3	50	150
Copier, Color Freestanding	1	50	50
FAX Machine, Desktop Coin-Operated	1	0	0

On-Line Public Access Catalog (OPAC)

Chair, Technology Workstation	10	0	0
Computer, OPAC (On-Line Public Access) Desktop	8	0	0
Computer, OPAC Desktop Spanish Language	2	0	0
Workstation, Technology Cartel	10	40	400

Reference Collection & Seating

Chair, Technology Workstation	5	0	0
Computer, OPAC (On-Line Public Access) Desktop	2	0	0
Computer, Public Desktop	4	0	0
Computer, Public Desktop Spanish Language	1	0	0
Printer, Ink-Jet (B&W)	1	0	0
Workstation, Technology Cartel	5	40	200

Reference Desk

Computer, Staff Desktop	4	0	0
Printer, Ink-Jet (Color)	1	0	0
Telephone Handset	4	0	0

Reference Workroom

Computer, Staff Desktop	6	0	0
-------------------------	---	---	---

FAX Machine, Desktop	1	0	0
Printer Stand	1	20	20
Printer, Laser (Color)	1	0	0
Telephone Handset	6	0	0
Study/Tutoring Room B			
Chair, Technology Workstation	3	0	0
Computer, Public Desktop	1	0	0

STAFF SERVICES

Staff Lounge

Telephone Handset	2	0	0
TV Monitor, 32"	1	0	0

TECHNICAL SERVICES

Technical Services Work Area

Computer, OCLC Desktop	1	0	0
Computer, Staff Desktop	1	0	0
Printer, Laser (B&W)	1	0	0
Telephone Handset	1	0	0

YOUNG ADULT LIBRARY

Study/Tutoring Room C

Chair, Technology Workstation	3	0	0
Computer, Public Desktop	1	0	0
Workstation, Technology Counter	3	50	150

YA Collection & Cyber Café

Booth, Multimedia	2	250	500
Booth, Young Adult	4	250	1000
Computer, Multimedia Desktop	8	0	0
Computer, OPAC (On-Line Public Access) Desktop	1	0	0
Computer, Public Desktop	16	0	0
Printer, Laser (Color)	2	0	0
Scanner, Flat	2	0	0
TV Monitor With DVD Player & Flat Screen	1	40	40

YA Homework Club

Chair, Technology Workstation Task	5	0	0
Computer, OPAC (On-Line Public Access) Desktop	1	0	0
Computer, Public Desktop	2	0	0
Computer, Public Desktop Spanish Language	2	0	0
Printer, Ink-Jet (Color)	1	0	0
Workstation, Technology Cartel	5	40	200

TOTAL	768	9,381
--------------	------------	--------------