
Lafayette Library & Learning Center Plan of Service

“Because of our location in the middle of a resource rich region, we have the opportunity to make the Lafayette Library a model for what libraries of the future can do to educate and enrich an entire community.”

 City of Lafayette

Table of Contents

Executive Summary	1
Mission Statement	3
Goals and Objectives	3
Implementation of the Overall Plan of Service	22
Hours of Operation	22
Staff	22
Collections	22
Partnerships	24
Timely and Informative Publicity	25
Barrier-Free Access.....	25
How the Plan of Service Meets the Needs of K-12 Students.....	26
Jurisdiction Wide Services	28
Impact of the Lafayette Library & Learning Center	32
Technology	33
Executive Summary.....	40
Appendix A. The Glenn Seaborg Learning Consortium	42

Executive Summary

“Lafayette is a community of involved citizens bound by shared passions.” Together the community has planned the Lafayette Library & Learning Center envisioning a “civic focal point, a center of learning, a place to stay connected”. The Lafayette Library & Learning Center is an active learning center that draws on rich regional cultural, scientific and educational resources to encourage academic achievement in K-12 students, to inspire and support independent intellectual exploration by residents of all ages, and to enrich the cultural life of the community. The Lafayette Library & Learning Center is the hub of civic and community activity drawing people together to engage in community discussions and planning and to enjoy shared educational and cultural programs, activities and exhibits.

The Lafayette Library & Learning Center, a state-of-the-art facility, integrates new technology to extend access to library services and resources beyond the library walls and open hours. The Lafayette Library & Learning Center has 42 computer workstations, 28 in open access areas, four (4) in the Homework Center and ten (10) in the Technology Lab. All workstations are ADA accessible and linked to the Contra Costa County Library computer network and the Internet. Special purpose spaces such as the Community Meeting Room and the Library Arts & Science Discovery Center accommodate videoconferencing, Web broadcasts, and video and audio production and presentation.

The community of Lafayette places a high priority on meeting the formal education needs of K-12 students and on offering them educational enrichment outside the classroom. In response to this community priority, Contra Costa County Library joins the City of Lafayette, the Lafayette School District, and the Acalanes Union High School District in *A Joint Venture Cooperative Agreement for the Lafayette Library & Learning Center*. The agreement provides K-12 students with after-school homework assistance and tutoring in the Homework Center both in person and via the Internet.

The Lafayette Library & Learning Center and the Lafayette School District offer middle school students assistance in improving their academic performance. Stanley Middle School teachers provide math and reading intervention programs twice a week in the Lafayette Library & Learning Center. Middle School teachers also supervise middle school Science Club meetings and activities that take place once a week in the Library Arts & Science Discovery Center.

The Lafayette Arts & Science Foundation (LASF) presents annual Art of the Book programs and displays to augment the middle school curricula on printing and bookbinding. The Lafayette Library & Learning Center and the Lafayette Historical Society offer instructional programs, exhibits and resources to augment the third grade local history curriculum and to complement the local history walking tours offered by the Lafayette Arts & Science Foundation. They also offer programs and exhibits in response to community-wide interest in local history. Volunteer docents assist students, local history researchers and the general public daily in making use of the resources of the Lafayette Heritage Collection located in the Lafayette Library & Learning Center.

The community's dedication to learning has inspired the creation of The Glenn Seaborg Learning Consortium. Twelve of the Bay Area's most important educational and cultural institutions have agreed to serve as partners in the Seaborg Consortium, and in so doing, to deliver the best of what they have to offer at a single site in the City of Lafayette, the new Lafayette Library & Learning Center. This unprecedented collaboration brings a remarkable wealth of materials, archives, workshops, exhibits, K-12 curricula, lectures and hands-on activities to downtown Lafayette. These programs, exhibits and activities address the community's desire for arts and science enrichment opportunities for K-12 children and their families. (For a list of Seaborg Consortium members see [Appendix A](#) herein.

The Consortium and the joint venture partners also provide programs for adults on the arts, science, social and public policy issues and world events that respond to the community's passion for lifelong learning and address the need for regularly scheduled adult programs "that build community and draw the community together."

The Lafayette Library & Learning Center responds to the community-wide need for improved computer literacy offering workshops on the Internet and other electronic resources and services to students, parents, teachers and the general public.

The Lafayette Library & Learning Center promotes reading for recreation and information, supports local book clubs and book discussion groups and meets the needs of Lafayette's well-educated, discerning and avid readers. The Lafayette Library & Learning Center and the Friends of the Lafayette Library build on the success of current author programs expanding the program to include author talks for readers of all ages. The Lafayette Library & Learning Center offers preschool children a variety of story times and their parents and caregivers programs and services that support them as they introduce very young children to books and reading. Individual readers and book clubs and discussion groups find in-person and online readers advisory services, recommended reading lists from a variety of sources and links to other local and regional literary events and resources at the Lafayette Library & Learning Center. Lafayette Library & Learning Center staff makes presentations to local book clubs and discussion groups and invites groups to make use of spaces in the Lafayette Library & Learning Center for book club and discussion group meetings.

The Lafayette Library & Learning Center develops links from the Lafayette Library & Learning Center to City government, provides information services to City staff and commission members. Members of community organizations and agencies, local business people, school district staff and faculty and the general public receive orientations to Lafayette Library & Learning Center services, programs and resources.

City leaders have mobilized around the opportunity and challenge presented by the most significant public project launched since the City's formation, the creation of the Lafayette Library & Learning Center. City leaders and citizens are committed to and enthusiastic about planning and building a new library for the City large enough to meet the library service needs and expectations of this highly educated and motivated suburban community now and into the future. Lafayette residents feel fortunate to live in a region with rich cultural and educational resources and they have high hopes of creating a community library that will serve as a model for what libraries of the future can do to educate and enrich an entire community.

Mission Statement

The Lafayette Library & Learning Center is a civic focal point and a center of learning. A place besides home, work or school that provides a sense of comfort and familiarity. A place to stay connected and a place that reflects our commitment to study, technology and community.

Goals and Objectives

The community values, passions and vision enunciated in the City of Lafayette Community Library Needs Assessment suggest two key roles the Lafayette Library & Learning Center must fulfill to meet the needs of the community:

- ❑ Active Learning Center
- ❑ Hub of Civic and Community Activity

The goals and objectives of this Lafayette Library & Learning Center Plan of Service provide a framework for respecting community values and passions, giving substance to the community's vision for a new library, and responding to local community library service needs.

Goal 1: School-age children and teens in Lafayette sustain high levels of academic achievement.
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Objectives:

1.1: Deliver information and reference services to K-12 students to support their academic achievement and to assist them in completing homework assignments and classroom work.

Activities:

- ❑ Roving reference service to provide point-of-need reference instruction, to build relationships with students using the Lafayette Library & Learning Center so that staff can get to know the specific interests and needs of individual students.
- ❑ *AskNow*, a live online reference service offered 24 hours a day 7 days a week.
- ❑ Email alerts for middle and high school students on student selected academic subjects.

Service indicators:

- ❑ Total number of reference transactions handled in person, over the telephone and via email.
- ❑ Number of students using *AskNow*.
- ❑ Number of students enrolled in email alert program.
- ❑ Percent of private and public school student respondents to satisfaction surveys who indicated service was satisfactory or excellent.

Needs addressed:

The citizens of Lafayette are passionate about education and learning. They are justifiably proud of the outstanding performance of schools in the Lafayette School District and of Acalanes High School in the Acalanes Union High School District. The City of Lafayette Community Library Needs Assessment makes clear that support for formal education is a top community library service priority. To sustain a high level of academic achievement, Lafayette K-12 students need access to reference and information services after school libraries close at the end of the school day, on weekends and in the evenings and from home over the Internet.

Implementation:

The Teen Services Librarian and the Youth Services promote, provide and evaluate information and reference services for K-12 students. They visit all elementary and middle school classrooms during the school year to inform elementary and middle school students about Lafayette Library & Learning Center reference and information services and resources. They provide orientations to Lafayette Library & Learning Center reference and information services to elementary, middle and high school classes visiting the Lafayette Library & Learning Center to do research. They select and acquire curriculum-related print resources of sufficient depth and breadth and in sufficient numbers to adequately support reference and information services for K-12 students and to meet demand from K-12 students for reference and information services.

K-12 students have access to reference and information services during all Lafayette Library & Learning Center hours and from the Lafayette Library & Learning Center, home or school to AskNow, a live online reference service offered 24 hours a day 7 days a week over the Internet via the Contra Costa County Library Web site.

The Lafayette Teen Services Librarian participates in annual Wildcat Days put on by the Stanley Middle School PTA and annual Don Days put on by the Acalanes High School Parents Club every fall to welcome new students. The Teens Services Librarian uses this opportunity to enroll middle and high school students in the Lafayette Library & Learning Center's email alert system.

1.2: Offer weekly arts and science programs that extend learning beyond the classroom for K-12 students and their families.

Activities:

- ❑ A series of media literacy programs for middle and high school students to encourage students to approach media with questioning minds and to demonstrate to them how to access, evaluate and produce communication in a variety of formats.
- ❑ Art of the Book program augmenting the middle school curriculum on printing and bookbinding.
- ❑ Drama readings and discussions.
- ❑ Presentations by visiting theater professionals.
- ❑ Exhibits of theatrical costumes and stage set designs.
- ❑ Classes in dramaturgy and play writing.
- ❑ Speakers, workshops, short courses and demonstrations on a variety of science topics such as astronomy, physics, endangered species, and environmental protection.
- ❑ Hands on science activities on a range of topics from anatomy to environmental science for elementary and middle school students.
- ❑ Annual poetry slam.

- ❑ Visiting interactive exhibits from the Lawrence Hall of Science, Chabot Space and Science Center, Oakland Zoo, and Oakland Museum.
- ❑ Exhibits of K-12 student artwork and science projects.
- ❑ Weekly Science Club for middle school students.

Service indicators:

- ❑ Percent of students enrolled in media literacy programs rating the programs satisfactory or excellent.
- ❑ Percent of students enrolled in the Art of the Book program rating the programs satisfactory or excellent.
- ❑ Percent of students participating in drama readings and discussions rating the readings and discussions satisfactory or excellent.
- ❑ Attendance at presentations by visiting theatrical professionals and feedback from attendees.
- ❑ Feedback from visitors to theatrical exhibits.
- ❑ Percent of students enrolled in dramaturgy and play writing classes rating classes satisfactory or excellent.
- ❑ Attendance at presentations by speakers from the scientific community and feedback from attendees.
- ❑ Percent of students participating in science workshops, short courses, demonstrations and hands-on activities rating these programs as satisfactory or excellent.
- ❑ Number of visitors to visiting and interactive science exhibits and feedback from them.
- ❑ Number of students exhibiting artwork or science projects and feedback from students, parents and teachers.

Needs addressed:

Extending learning beyond the classroom is a high priority for Lafayette residents. Community members place a high value on meeting the community's obligation to the larger communities of the state and the nation. They want to assure that Lafayette's outstanding high school graduates possess all the intellectual and critical thinking skills necessary to achieve academic success beyond high school and to become the next generation's leaders in science, the arts and politics. Community needs assessment participants expressed the need to build on the success of educational enrichment programs already offered in the schools by the Lafayette Arts & Science Foundation, formed in 1980 "To support and enrich the education of every child in the Lafayette public schools through a broad community-based effort." The schools do not have enough space or equipment to accommodate the variety of after-school educational enrichment programs the community envisions. The Lafayette Library & Learning Center addresses the need for additional enrichment programs providing the spaces, equipment and resources critical to program success. Weekly arts and science activities that extend learning beyond the classroom address the need for regularly scheduled educational enrichment programs for K-12 students and respond to the community's vision of the modern suburban public library as an active learning center.

Implementation:

The City of Lafayette, the Lafayette School District, the Acalanes Union High School District, and the Contra Costa County Library have joined in A Joint Venture Cooperative Agreement for the Lafayette Library & Learning Center. The agreement includes the **Arts and Science Enrichment Program**. The Lafayette Library & Learning Center offers arts and science exhibits and an arts or science program weekly as part of the joint venture's **Arts and Science Enrichment Program**.

The Lafayette Library & Learning Center Program Coordinator meets annually with representatives of the City of Lafayette, the Lafayette School District, and the Acalanes Union High School District to plan a calendar of arts and science enrichment programs and activities and to evaluate the success of the previous year's program and activities. The Program Coordinator implements the plan and schedules programs and activities taking into consideration the needs of students, families with small children and parents who commute to work.

The Lafayette Arts & Science Foundation presents many of the arts and science activities offered at the Lafayette Library & Learning Center. The Foundation's docents provide more than 1,400 hours of hands-on science for grades K-5 and more than 350 hours for grades 6-8 annually. Topics explored ranged from anatomy to environmental science. Foundation volunteers also coordinate and run annual science fairs at all four elementary schools and Stanley Middle School. The Lafayette Library & Learning Center Youth Services Librarian and Teen Services Librarian train students to use library resources to explore these topics in a methodical way. Instruction is offered to individual students and to elementary and middle visiting the Lafayette Library & Learning Center to work on science fair projects during the four months prior to the date of each science fair.

Among the programs arts programs the Foundation delivers to the Lafayette Library & Learning Center are:

- ❑ Media Literacy Program that encourages middle and high school students to approach media with questioning minds.
- ❑ Art of the Book program that augments the middle school curriculum on printing and book binding to the Lafayette Library & Learning Center.

The Lafayette Arts & Science Foundation brings *California Poets in the Schools*, the nation's largest creative writing program, to all 4th and 10th grade students. The Lafayette Library & Learning Center Youth Services Librarian and Teen Services Librarian plan, schedule, promote and run the annual Lafayette Library & Learning Center poetry slam to showcase the poetry of local elementary and secondary school students, the complement the local *California Poets in the Schools* program and underscore the importance of poetry as the spoken word.

The Glenn Seaborg Learning Consortium, created by the City of Lafayette to bring the rich resources of 12 of the Bay Area's most important educational and cultural institutions to the Lafayette Library & Learning Center is an important community supporter of the **Arts and Science Enrichment Program**. Seaborg Consortium members offer a number of the programs, activities and exhibits for K-12 students and their families including drama/theater programs and exhibits and science programs, workshops, short courses, hands-on activities and interactive exhibits.

The Lafayette Library & Learning Center Program Coordinator and staffs of the Lafayette School District and the Acalanes Union High School District plan, promote and present exhibits of K-12 student artwork and science projects in the Lafayette Library & Learning Center.

The Program Coordinator and the staff of both school districts provide students and their families with timely and informative publicity about arts and science enrichment programs, activities and exhibits. Programs, activities and exhibits are announced on the Library, Lafayette School District and Acalanes Union High School District Web sites, in the local newspaper and on community cable television. The Lafayette Library & Learning Center Teen Services Librarian and Youth Services Librarian promote arts and science programs and activities during their annual fall visits to elementary and middle school classrooms and as part of the orientation given to K-12 classes visiting the Lafayette Library & Learning Center. They also make presentations to parent groups to promote the **Arts and Science Enrichment Program**.

The Lafayette Library & Learning Center Teen Services Librarian and Youth Services Librarian select and acquire age-appropriate arts and science resources to supplement school library resources and to augment arts and science enrichment programs, activities, and exhibits. The Seaborg Consortium members, the Lafayette Arts & Science Foundation, and Lafayette School District and Acalanes Union High School District arts and science teachers recommend materials for addition to the Lafayette Library & Learning Center collections.

Most arts and science activities take place in the Library Arts & Science Discovery Center. This flexible, interactive learning environment can be used in conjunction with the Community Meeting Room when large-scale events with multiple programs are presented. Exhibit space in the lobby of the Lafayette Library & Learning Center has electrical and data outlets to support interactive or computer based exhibits. Access to the Community Meeting Room, the Library Arts & Science Discovery Center and exhibit space in the Lobby is outside of the secure areas of the Lafayette Library & Learning Center. Therefore, programs can take place and exhibits can be viewed during and outside of regular Lafayette Library & Learning Center open hours.

1.3: Offer programs, exhibits and resources on local history for K-12 students with an emphasis on assisting third grade students and their teachers in fulfilling State third grade local history curriculum requirements.

Activities:

- ❑ Instruction in using library resources to describe the physical and human geography.
- ❑ Instruction on how to access and use maps, tables, graphs, photographs, and charts to organize information about people, places, and environments.
- ❑ Instruction in how to use library resources to identify the geographical features of Lafayette.
- ❑ Instruction in how to use library resources to describe the Saklan Native Americans that lived in the region long ago.
- ❑ Instruction in how to use library, historical society and other community resources to organize the sequence of local historical events and describe how each period of settlement left its mark on the land.
- ❑ Instruction in how to use library and historical society resources to trace why Lafayette was established, how individuals and families contributed to its founding and development and how the community has changed over time, drawing on maps, photographs, oral histories, letters, newspaper, and other primary sources.
- ❑ Access to the histories of important local landmarks such as Plaza Park, a triangle of land donated to the town of Lafayette as a public plaza by Elam Brown in 1864, symbols such as the Grist Mill Wheel, now embedded in the wall of Plaza Park, once part of the grist mill established by Elam Brown in 1849, and essential documents that create a sense of community among citizens and exemplify cherished ideals.
- ❑ Exhibits of historical documents, photographs and artifacts.

Service indicators:

- ❑ Percent of third grade students and teachers participating in instructional programs at the Lafayette Library & Learning Center rating the programs satisfactory or excellent.
- ❑ Percent of students and teachers using the Lafayette Heritage Collection and other local history resources reporting that they found needed information.
- ❑ Numbers of local history exhibits and feedback from exhibit visitors.

Needs addressed:

Needs assessment participants frequently mentioned the need for improved access to the rich resources of the Lafayette Historical Society's collection of books, documents, photographs and artifacts. They indicated the need for a setting in which the Historical Society could better share with the community the City's historical heritage.

As noted in Objective 1.1 above, support for formal education is a community library service priority. Learning about local history is part of the third grade curriculum and third grade students need access to programs, activities, exhibits and resources that help them complete class work and that enhance their local history learning experience.

Implementation:

The **Local History Learning Program** of A Joint Venture Cooperative Agreement for the Lafayette Library & Learning Center offers specialized resource collections, exhibits and programs that support the third grade local history curriculum. The joint venture agreement identifies the Lafayette Library & Learning Center as the base for the exploration of Lafayette history. The Lafayette Library & Learning Center houses the Lafayette Heritage Collection, a collection of the Lafayette Historical Society that includes books, maps, documents, photographs, and artifacts and provides space for in the main display and exhibit area and the in Heritage Collection space for ongoing display of historical artifacts and documents.

The Youth Services Librarian, the Lafayette School District, the Lafayette Historical Society and the Lafayette Arts & Science Foundation develop, plan, promote and present instructional programs and exhibits as part of the **Local History Learning Program**. These programs and exhibits complement the Lafayette historical walking tour offered by the Lafayette Arts & Science Foundation as part of their third grade classroom program, *A Child's Historical Perspective of Lafayette*.

The Youth Services Librarian and the Program Coordinator schedule local history learning programs and exhibits. The Youth Services Librarian develops and presents instructional programs on local history. These programs are offered continuously during the school year to third grade classes visiting the Lafayette Library & Learning Center as part of the third grade local history curriculum.

During annual fall visits to third grade classrooms, the Youth Services Librarian promotes local history programs, activities and exhibits and describes local history resources the Lafayette Library & Learning Center offers.

The Youth Services Librarian and the Lafayette Historical Society select and purchase secondary resources for the children's collection to augment the resources of the Lafayette Heritage Collection and to supplement school library materials related to the third grade local history curriculum. The Youth Services Librarian and the Lafayette Historical Society prepare bibliographies, Web site lists and pathfinders to assist students with local history research. The Youth Services Librarian assists individual students and classes visiting the library to do research or work on local history projects in identifying, locating and using local history resources.

The Youth Services Librarian, the Lafayette Historical Society and the Lafayette Arts & Science Foundation recruit and train volunteer local history docents. Docents conduct instructional programs, assist in preparation of exhibits, assist students and others using the Lafayette Heritage Collection.

Local history instructional programs take place in the Lafayette Heritage Collection and in the Library Arts & Science Discovery Center.

1.4: Assist K-12 students in completing homework assignments and in improving academic performance.

Activities:

- After-school homework assistance daily.
- Live Homework Help with tutor.com*, an online service connecting students in grades four (4) through 12 over the Internet to live tutors who provide instruction in English, math, science and social studies in up to 20-minute individualized, live tutoring sessions.
- One-on-one and small group tutoring daily.
- Homework and classroom assignment and research support tools such as bibliographies, Web site lists and pathfinders.
- Five orientations to library resources and services for parents, teachers, and members of community organizations providing support for K-12 education in Lafayette every fall.
- Monthly orientations to library resources and services for elementary and middle school classes.
- Reading Rocks*, an after-school reading intervention program for middle school students.
- Math Sense*, an after-school math intervention program for middle school students.

- Academic test preparation instruction.
- Access *LearningExpressLibrary*, an online practice test-taking service with immediate scoring for ACT, SAT and other academic entrance exams.

Service indicators:

- Percent of K-12 students in Lafayette receiving homework assistance.
- Number of students using *Live Homework Help with tutor.com*.
- Percent of students using homework assistance services, resources and support tools rating them satisfactory or excellent.
- Percent of students using tutoring services rating them satisfactory or excellent.
- Feedback from homework assistance and tutoring volunteers and teachers referring K-12 students on effectiveness of all homework assistance and tutoring programs.
- Percent of parents, teachers and members of community organizations attending orientations rating them satisfactory or excellent.
- Percent of classes visiting the Lafayette Library & Learning Center and percent of students in those classes rating visits useful or exceptionally useful.
- Feedback from students enrolled in *Reading Rocks* and *Math Sense* and their parents on the advantages of offering these programs at the Lafayette Library & Learning Center.
- Percent of students participating in test preparation classes rating instruction satisfactory or excellent.
- Number of students using *LearningExpressLibrary* and feedback from them.

Needs addressed:

Lafayette students, parents and teachers expressed the desire for increased cooperation between the public library and the schools in responding to K-12 student need for assistance in completing homework assignments and improving academic performance. The school libraries do not have adequate space or resources for offering after-school assistance. The Lafayette Library & Learning Center will respond to the need for after-school homework assistance, tutoring and test preparation instruction and cooperate with the Lafayette School District and the Acalanes Union High School District in addressing school library service limitations.

Implementation:

A Joint Venture Cooperative Agreement for the Lafayette Library & Learning Center includes the **Learning Enhancement Program**. The **Program** provides specialized resources collections and services that respond to the curriculum and homework help needs of elementary, middle and high school students. The learning enhancement activities the Lafayette Library & Learning Center offers supplement the academic curriculum of K-12 students outside of the traditional school environment. Activities include homework help and tutoring, math and reading intervention, and academic test preparation training and practice.

To accommodate library services and programs that support academic achievement, the Lafayette Library & Learning Center includes a Homework Center, a Technology Lab and three small group study rooms. These rooms provide space for needed homework assistance and tutoring programs, make possible the provision in a non-school setting of intervention programs that assist middle school students needing to improve their academic performance, and provide access to additional computer workstations, four (4) in the Homework Center and ten (10) in the Technology Lab.

The Homework Center is open Monday through Friday from 2:30 p.m. to 9 p.m., Saturdays from 10 a.m. to 6 p.m. and all Lafayette Library & Learning Center open hours during all school vacations and closures and is available for class visits during the school day. The Homework Center houses curriculum related print resources including one copy of each year's planned textbooks donated by the Lafayette School District and copy of each year's planned textbooks for core classes donated by the Acalanes Union High School District. The Homework Center also provides access to four (4) computer workstations with access to online resources.

The small group study rooms are available for one-on-one and small group tutoring and for small groups of students for collaborative projects and group study when not booked for tutoring or reading and math intervention activities. The three (3) small group study rooms are available for use by students working together on school projects by reservation and on a first come first serve basis during all Lafayette Library & Learning Center hours the rooms are not already booked. The Technology Lab can be used for class visits, individual access to curriculum-related electronic resources, and for intervention programs.

The Homework Center Coordinator and the Contra Costa County Volunteer Coordinator recruit, train and schedule volunteers for the Homework Center. The Homework Center Coordinator and staff of the Acalanes Union High School District recruit and train high school students as volunteer tutors. Homework assistance and tutoring are available daily. The Lafayette Library & Learning Center offers access from the library over the Internet to *Live Homework Help with tutor.com* to augment tutoring services.

The Teen Services Librarian develops and presents instructional program for high school juniors and seniors on preparation for academic entrance examinations. Programs are offered in three consecutive Saturday mornings in the late summer or early fall and in the early spring every year. The Lafayette Library & Learning Center offers high school students access to *LearningExpressLibrary* an online service that provides them with test-taking practice and immediate scoring for the ACT, SAT and other academic entrance examinations.

The Homework Center Coordinator evaluates homework assistance and tutoring programs and provides feedback to the joint venture partners for their annual review and planning of Learning Enhancement Program Services.

The Lafayette Library & Learning Center is four times the size of the existing library allowing for significant expansion of children's and adult circulating and reference collections. To meet the needs of K-12 students, the Lafayette Library & Learning Center acquires an extensive collection of age-appropriate, curriculum-

related print, multimedia and electronic resources in sufficient quantities to meet demand. The Teen Services Librarian and the Youth Services Librarian assure that curriculum related print and electronic resources of sufficient depth and breadth and in sufficient numbers are available locally to K-12 students. They annually survey Lafayette School District and Acalanes Union High School District teachers on the selection of appropriate resources to support the classroom, homework and research needs of K-12 students.

K-12 students in Lafayette also have access from within the Lafayette Library & Learning Center and remotely from home or school to a number of curriculum-related online databases available on the Contra Costa County Library Web site. A complete list and full description of these resources is in **Technology** on page 33.

To ensure effective use of print and electronic resources, the Teen Services Librarian and the Youth Services Librarian prepare and distribute age and subject specific bibliographies, pathfinders and lists of Web sites to K-12 students. They also conduct orientations to library resources and services for elementary, middle and high school classes visiting the Lafayette Library & Learning Center.

Stanley Middle School teachers bring *Reading Rocks* and *Math Sense* to the Lafayette Library & Learning Center on Monday and Wednesday afternoons during the school year. The Homework Center Coordinator schedule space for these intervention programs and assures that needed resources are available.

The Homework Center Coordinator promotes Homework Center and tutoring services to students, parents, teachers and community organizations supporting local schools. The Teen Services Librarian visits all middle school core classrooms and the Youth Services Librarian all elementary school classrooms each fall to inform students about library services, resources and programs. The Teen Services Librarian and Youth Services Librarian make presentations to Lafayette elementary and secondary school parent organizations. Information about Lafayette Library & Learning Center after-school homework, tutoring services and test practice and preparation services is posted on the Web sites of all elementary and secondary schools in Lafayette.

1.5: Train K-12 students, parents and teachers to use computers, electronic resources, and software applications.

Activities:

- Introduction to County Library's Web site and the online resources and services it offers.
- How to search the Internet and how to identify legitimate Web sites for student research.
- How to use application software such as Word, Excel, Access and PowerPoint.
- Online interactive demonstrations and step-by-step simulations of library services, software tutorials, and help files.

Service indicators:

- Percent of students, parents and teachers participating in workshops rating workshops satisfactory or excellent.
- Feedback on online demonstrations, tutorials and help files.

Needs addressed:

Lafayette students, parents and teachers frequently mentioned the need for library services that augment classroom instruction and facilitate the completion of homework and research assignments. They

specifically mentioned the need for classes in the Lafayette Library & Learning Center on “how to do research for children and their parents”. Students also mentioned the need for access to word processing software and to additional computer workstations.

Implementation:

The Lafayette Library & Learning Center offers 42 public access computer workstations in response to the frequently mentioned need for “more computers.” Of these 42, ten (10) are located in the Technology Lab. The Technology Lab also has an instructor’s computer workstation and video and still projection equipment for PowerPoint and interactive online demonstrations. When the Technology Lab is not in use for training, students may use software applications and access online services and resources from workstations in the Technology Lab.

The Teen Services Librarian and the Youth Services Librarian design, schedule, present, and evaluate computer literacy workshops for students, parents and teachers. Workshops are offered on Tuesday afternoons and Thursday evenings in the Lafayette Library & Learning Center Technology Lab.

The Lafayette Library & Learning Center augments computer literacy workshops with remote access to online interactive demonstrations and step-by-step simulations of library services, software tutorials, and help files 24 hours a day per week.

Goal 2: Lafayette residents of all ages are avid and enthusiastic readers.

Objectives:

2.1: Promote and encourage reading for recreation and information.

Activities:

- ❑ *Sweet Thursdays* monthly author talk series.
- ❑ Talks by the authors and illustrators of books for children and teens.
- ❑ Presentations to book clubs and discussion groups on recommended new and classic titles for discussion and recommended reading lists.
- ❑ Timely and informative publicity about other local and regional literary events.
- ❑ Expanded participation for Lafayette K-6 students in the Contra Costa County Library Summer Reading Program
- ❑ Expanded participation for Lafayette teens in the Contra Costa County Teen Reading Program.
- ❑ Presentations and recommended reading lists for the developmentally disabled adult clients of Futures Explored/ALIVE, a nonprofit organization located in Lafayette that provides life skills and work-related training to adults with mild to moderate developmental disabilities.

Service indicators:

- ❑ Percent of people attending *Sweet Thursdays* and other author talk programs rating programs satisfactory or excellent.
- ❑ Percent of book club and book discussion members at Lafayette Library & Learning Center presentations rating them satisfactory or excellent.
- ❑ Attendance at author/illustrator talks.
- ❑ Demand for titles used in presentations to books clubs, book discussion groups, author talks, etc. and from recommended reading lists.

- ❑ Feedback from book club and book discussion group participants.
- ❑ Participation in reading programs.
- ❑ Feedback from staff and clients of Futures Explored/ALIVE.

Needs addressed:

Community library needs assessment participants frequently mentioned the need for library services that promote reading and encourage individual development of a lifelong reading habit, that instill the joy of reading in children and teens, and provide information and resources to book clubs and discussion groups. Participants specifically mentioned the need for:

- ❑ Author talks.
- ❑ Publicity about literary events elsewhere in the City and the region.
- ❑ More recreational reading materials for all ages.
- ❑ More large type books.
- ❑ More books in audio format for commuters and the visually and physically disabled.
- ❑ Comfortable, quiet reading spaces for adults and seniors.

Implementation:

The Friends of the Lafayette Library and the Lafayette Library & Learning Center Program Coordinator plan, promote and present *Sweet Thursdays*, an extremely successful monthly series of author talks offered previously at the old Lafayette Library. Building on the success of *Sweet Thursdays*, the Friends of the Library, the Program Coordinator, the Teen Services Librarian and the Youth Services Librarian to develop a series of author/illustrator talks for children, teens and adults by the authors and illustrators of books for children and teens.

The Adult Services Librarian develops and presents book talks to book clubs and discussion groups, community organizations and to the developmentally disabled adult clients of Futures Explored/ALIVE. To accompany these book talks, the Adult Services Librarian prepares annotated recommended reading lists tailored to the specific interests of each group requesting a book talk.

The Teen Services Librarian works with parent groups and teachers at Stanley Middle School and Acalanes High School to expand the participation of Lafayette teens in the Teen Reading Program. To expand the participation of Lafayette school-age children in the Summer Reading Program, the Youth Services Librarian works with parent groups and teachers at each of the four elementary schools in the Lafayette School District.

Adult, teen and children's reading programs and activities are announced on the Library, Lafayette School District, Acalanes School District and Friends of the Library Web sites, in the Friends of the Library newsletter, in the local newspaper and at Lafayette's two independent bookstores. The Program Coordinator works with the County Library Electronic Resources Specialist to create links from the library to sources of information about other local and regional literary events and programs.

The adult, teen and children's collections are of sufficient size, scope and depth to meet the diverse and eclectic information and recreational reading needs, tastes and abilities of all Lafayette adults, teens and children. Collections include multiple copies of bestsellers, titles on school district recommended reading lists, and books featured in presentations to groups and classes and selected for discussion by book clubs and book discussion groups. In selecting materials for adults and seniors, the Adult Services Librarian pays particular attention to genres, topics and types of materials specifically mentioned by community library needs assessment participants (e.g. new fiction, bestsellers, magazines and newspapers, large type books,

and travel books. The Lafayette Library & Learning Center offers a substantial collection of adult, teen and children's books in audio format to meet the needs of the visually and physically disabled and of the City's many commuters.

The Lafayette Library & Learning Center provides quiet, comfortable, well-lit reading spaces for readers of ages as well as spaces for reading-related programs and gatherings. The Community Meeting Room is available for author talks, for presentations to school and community groups visiting the library for book talks and reading related activities, and for programs offered to children and teens annually at the conclusion of the Summer Reading Program and the Teen Reading Program respectively. Book clubs and book discussion groups have access to the Community Meeting Room for their meetings and programs by prior arrangement. Small book discussion groups can take advantage of the small group study rooms during periods when they are not in use by students.

The Lafayette Library & Learning Center integrates technology to augment library programs and services for readers, provide additional literary resources, offer remote access to titles and content and extend access to books in audio format.

Readers' advisory and literary resources available online from the Contra Costa County Library Web site include:

- ❑ Over 4,000 e-books.
- ❑ *NoveList*, an online readers' advisory resource for readers of all ages.
- ❑ *Literature Resource Center*, a literary database that provides biographical and bibliographical information on more than 120,000 United States and international authors, more than 35,000 critical essays on contemporary authors that include biographical and critical information, lists of principal works and suggestions for further study and nearly 10,000 biographical and critical essays on the lives, work and career of influential literary figures for all eras and genres.
- ❑ *What Do I Read Next?* a database with nearly 100,000 recommended titles, more than 53,000 plot summaries and information about 557 literary awards.
- ❑ *YouSeeMore*, a dynamic, interactive portal to the County Library's Web site that offers over 250,000 reviews and recommendations of fiction and nonfiction for adults, teens and children and provides images of book jackets and tables of contents for titles listed in the Contra Costa County online public access catalog.

Contra Costa County Library offers access to *Audible for Libraries* to expand the selection of titles in audio format available at local community libraries. *Audible for Libraries* enables the County Library to purchase and loan audio titles on a library-controlled set of AudibleReady MP3 players and to provide Lafayette residents with access to Internet audio service for personal computers, portable digital audio players and personal digital assistants.

2.2: Offer programs for preschool children, their parents and caregivers keeping in mind the scheduling needs of working parents.

Activities:

- ❑ Mother Goose Time, a story time for children from birth three years of age and parent or caregiver.
- ❑ Picture Book Time, a story time for children three to five years of age.
- ❑ Mini-workshops/presentations on early childhood development, an early introduction to books and reading, new adult titles for busy parents, etc. for preschool parents and caregivers to be offered simultaneously with Picture Book Time.
- ❑ Lists of recommended titles for preschool children.

- ❑ Lists of print and online resources for parents and caregivers of preschool children.

Service indicators:

- ❑ Number of children, parents and caregivers participating in lap-sit story times and feedback from them.
- ❑ Number of children, parents and caregivers participating in toddler times and feedback from them.
- ❑ Number of children participating in picture book times and feedback from children and their parents and caregivers.
- ❑ Percent of participants in programs for preschool parents, teachers and caregivers rating programs satisfactory or excellent.

Needs addressed:

Some needs assessment participants consider services to preschool children a library service priority. Many participants identified the need for more programs that benefit children specifically indicating the need for more preschool story times and books. Needs assessment participants want the Lafayette Library & Learning Center to be a comfortable environment in which together preschool children and their parents can read and enjoy books. As more young families move to Lafayette drawn by the City's excellent schools, the demand for programs for preschool children and their parents grows.

There are two large family daycare facilities and 14 preschools in Lafayette. These facilities and preschools also rely on the Lafayette Library & Learning Center for print and multimedia materials for preschool children. Groups from daycare facilities and preschools need a well-staffed and furnished library as an appropriate destination for field trips.

Implementation:

The Lafayette Library & Learning Center schedules preschool story times and simultaneous programs for parents at times of day and on of the week that respond to the needs of both stay-at-home and working parents. Mother Goose Time is offered three times a week on Monday, Tuesday and Wednesday mornings. Picture Book Time is offered three times a week on Monday and Tuesday mornings and on Saturday afternoons during the school year and on Wednesday evenings during the summer.

The Youth Services Librarian develops, promotes, presents and evaluates Mother Goose Time and Picture Book Time programs. The Youth Services Librarian also trains a library assistant to help present Mother Goose Time and Picture Book Time. The Youth Services Librarian also contacts local preschools and day care facilities to invite them to bring groups to the Lafayette Library & Learning Center for storytelling and orientation to library resources and services. To extend preschool programming beyond the library walls, the Youth Services Librarian visits at least one preschool or day care facility each month to tell stories and introduce children, day care providers and preschool staff to new books for preschool children.

The Adult Services Librarian and the Youth Services Librarian develop, promote, present and evaluate mini-workshops / presentations for preschool parents and caregivers with input from preschool parents, teachers and caregivers.

The Youth Services Librarian promotes programs for preschool children through contacts with preschools and day care facilities, announcements in the local newspaper, and contact with the Storyteller, Lafayette's independent children's bookstore. Programs and services for preschool children and their parents and caregivers are also posted on the Library and Friends of the Lafayette Library Web sites.

The Youth Services Librarian selects and acquires multiple copies of picture books and early readers for preschool children and makes recommendations to the Adult Services Librarian about titles and subjects of interest to adult who are parents of preschool children.

Story times for infants, toddlers and their parents and caregivers and for preschool children 3-5 years of age take place in the Storytelling Space within the Children's Services area. This space is also available for preschool class and day care group visits to the Lafayette Library & Learning Center when not in use for story times. Parents and young children also have a comfortable seating area close to picture book shelving where they can read and enjoy books together without fear of disturbing other Lafayette Library & Learning Center patrons.

The Youth Services Librarian annually surveys local preschool teachers and day care providers about needed programs and recommended resources for preschool children, their parents and caregivers.

Goal 3: Lafayette residents of all ages satisfy their intellectual curiosity and enthusiasm for cultural enrichment and lifelong learning.

Objectives:

3.1: Offer Lafayette adults and seniors cultural and educational programs and exhibits.

Activities:

- Monthly lecture series on the arts, science, social and public policy and world events.
- Drama readings and discussion groups
- Musical performances.
- Distance learning and Web-based programs.
- Exhibits of the work of local artists in collaboration with local arts organizations.

Service indicators:

- Feedback from people attending lectures.
- Feedback from people participating in drama readings and discussion groups
- Feedback from people attending musical performances.
- Percent of participants rating distance learning and Web-based programs satisfactory or excellent.
- Number of local artists exhibiting in the Lafayette Library & Learning Center and feedback from them.

Needs addressed:

Community library needs assessment participants frequently mentioned that they want the Lafayette Library & Learning Center to be a place that draws people together. They indicated the need for regularly scheduled cultural and educational programs for adults.

Community members are passionate about learning at all stages of life and are interested in a variety of topics including the visual and performing arts, science and current events. They told library planners they want the Lafayette Library & Learning Center, and community organizations to work together to offer opportunities for lifelong learning and regularly scheduled cultural and informational programs for adults and seniors.

Implementation:

Elementary and middle school students and their families are the primary audience for **Arts and Science Enrichment Program** activities. However, the Lafayette Library & Learning Center takes advantage of the resources and expertise of the Seaborg Consortium and other supporters of the program to develop and provide arts and science programs and exhibits for adults and seniors as well. The Lafayette Library & Learning Center Program Coordinator, the Friends of the Lafayette Library and representatives of the Seaborg Consortium meet annually to plan the year's monthly series of lectures for adults and seniors. The Program Coordinator works with the staff of the California Shakespeare Theater to schedule drama readings and discussions and theatrical exhibits for all ages throughout the year. The Program Coordinator and Generations in Jazz, a local foundation dedicated to music education and the preservation of the original American art form called jazz, work together to schedule a series of summer evening intergenerational jazz performances by visiting professional musicians and students from the Lafayette Summer Music Workshop. Local arts organizations work with the Program Coordinator to schedule and present monthly exhibits of the work of local artists. The Program Coordinator promotes and evaluates the lecture series, theater and musical programs and exhibits.

The Program Coordinator works with the Adult Services Librarian to identify, schedule, promote, present and evaluate distance learning and Web-based programs for adults and seniors.

Programs and exhibits are announced on the Library, City and Friends of the Lafayette Library Web sites, in the Friends of the Lafayette Library newsletter, in the newsletters of cooperating community organizations, in the local newspaper and on community cable television.

The adult collections of the Lafayette Library & Learning Center have sufficient breadth and depth to support educational and cultural programs offered to adults and seniors and to enhance and supplement the community's intellectual environment. The Lafayette Library & Learning Center provides a sufficient number of materials in a variety of formats to satisfy demand.

The Lafayette Library & Learning Center Community Meeting Room offers digital, video and audio projection equipment, and videoconferencing equipment to support cultural, educational, distance learning and Web-based programs. The Community Meeting Room has a voice amplification system to enhance enjoyment by the hearing impaired of Lafayette Library & Learning Center programs and performances.

3.2: Provide computer literacy training for adults and seniors.

Activities:

- Introductory and advanced training in Internet searching.
- Introductory workshops on online library services including remote access, navigating the Contra Costa County Library Web site, using the County Library's online public access catalog and taking advantage of the County Library's online patron self-help features.
- Online support for adults, seniors and disabled persons making use of the electronic resources and services.
- One-on-one assistance from volunteers in using Lafayette Library & Learning Center workstations and County Library online resources and services.

Service indicators:

- Percent of participants in training sessions and workshops rating training and workshops satisfactory or excellent.

- ❑ Feedback from users of online or one-on-one assistance services.
- ❑ Input from volunteers providing one-on-one assistance.

Needs addressed:

According to the City of Lafayette Community Library Needs Assessment, Lafayette adults and seniors want a state-of-the-art library facility with more computers, more Internet access and classes on computer use. Needs assessment participants indicated they need training in the use of the County Library's new online resources and services. Community representatives of elderly and disabled persons indicated the need for assistive and adaptive devices to remove barriers to library access for the elderly and disabled and to assist them in taking advantage of new technology in the Lafayette Library & Learning Center.

Implementation:

The Adult Services Librarian develops and schedules computer literacy training programs and activities for adults and seniors. The Adult Services Librarian works with the Contra Costa County Library Volunteer Coordinator to recruit and train volunteers. Computer Literacy volunteers conduct computer literacy training sessions, assist individuals using computers and online resources and services in the Lafayette Library & Learning Center, and help the Adult Services Librarian plan, promote and evaluate computer literacy training programs and services.

The Lafayette Library & Learning Center offers computer literacy training in the Technology Lab on Monday mornings and Wednesday evening each week. Computer training volunteers offer individual assistance daily at regularly scheduled times. To augment training in the Technology Lab and one-on-one assistance, the library provides Lafayette adults and seniors with access from within the Lafayette Library & Learning Center and remotely from home, workplace or school to interactive demonstrations and step-by-step simulations of library services, software tutorials and online help files.

The Adult Services Librarian and the computer literacy training volunteers publicize computer literacy training programs and resources on the Library, City, Friends of the Library and Acalanes Adult School Web sites, in the Friends of the Library newsletter, in the local newspaper and on community cable television.

3.3: Offer programs and resources that educate local residents about the City's rich history and support local history research.

Activities:

- ❑ Access to the Lafayette Heritage Collection, the Lafayette Historical Society's rich collection of books, maps, documents, photos and artifacts.
- ❑ Lectures on local history.
- ❑ Historical walking tour of Lafayette.
- ❑ Ongoing exhibits of local historical artifacts.

Service indicators:

- ❑ Number of individuals using the Lafayette Heritage Collection.
- ❑ Percent of people attending local history lectures rating the program satisfactory or excellent.
- ❑ Feedback from Lafayette Library & Learning Center visitors about local history exhibits.

Needs addressed:

Needs assessment participants frequently mentioned the need to provide space for the Lafayette Historical Society's collections. They want the Lafayette Library & Learning Center to encourage local residents to become familiar with the City's impressive history. They indicated a need for access to books and other resources on California and local history for individual research.

Implementation:

The Lafayette Historical Society works with the Lafayette Library & Learning Center Program Coordinator and other lecture series planners to develop and present lectures on local history as part of the monthly lecture series the Lafayette Library & Learning Center offers to adults and seniors. The Historical Society prepares temporary exhibits and works with the Program Coordinator to promote and present them.

The Adult Services Librarian, the Historical Society and the Lafayette Arts & Science Foundation recruit and train volunteers to serve as local history docents. Local history docents assist library students, researchers and members of the general public using the Lafayette Heritage Collection and, throughout the year as weather permits, lead adults and seniors on historical walking tours of Lafayette that begin at the Lafayette Library & Learning Center. Docents are available in the Lafayette Heritage Collection daily at regularly scheduled times.

The Adult Services Librarian and the Lafayette Historical Society select and purchase secondary resources for the adult circulating collection to augment the resources of the Lafayette Heritage Collection. The Adult Services Librarian and the Lafayette Historical Society prepare bibliographies, Web site lists and pathfinders to assist adults doing local history research.

The Adult Services Librarian and the Lafayette Historical Society promote local history resources, programs and exhibits on the Library, City, and Friends of the Lafayette Library Web sites, in the Lafayette Historical Society and Friends of the Lafayette Library newsletters, in the local newspaper and on community cable television.

Goal 4: Residents of the City of Lafayette sustain a high level of civic and community involvement.

Objectives:

4.1: Give Lafayette's citizens access to resources critical to informed participation in civic affairs.

Activities:

- Develop appropriate electronic links between the City and the Lafayette Library & Learning Center.
- Acquire, process and make available City and community organization publications and documents.

Service indicators:

- Number of residents using online links between the City and the Lafayette Library & Learning Center and feedback from users.
- In-library use and/or circulation of City documents and community organization publications.

Needs addressed:

The City of Lafayette's civic-minded residents need the Lafayette Library & Learning Center to serve as the community's hub of civic and community activity. They need a neutral venue for community discussions. They need a place to share information about the missions and services of community organizations and agencies and to promote community events and activities. A critical element of these needs is up-to-date information about the City, community agencies and community organizations.

Implementation:

The Lafayette Library & Learning Center Senior Branch Librarian develops an affirmative working relationship with City elected officials, staff, commission members and community organizations to promote the exchange of information critical to the Lafayette Library & Learning Center's role as the hub of civic and community activity.

The print collections and electronic resources of the Lafayette Library & Learning Center make available to Lafayette citizens ideas and information critical to an informed and involved citizenry. The Adult Services Librarian acquires and makes available to the public copies of City documents and publications and invites community organizations to provide copies of their publications to the library for addition to the collection. With the Contra Costa County Library Electronic Resource Specialist, the Adult Services Librarian develops electronic links between the City and the Lafayette Library & Learning Center.

4.2: Promote sharing of community ideas and information and provide information resources and services to City elected officials, commission members, and staff and to local businesses and community organizations.

Activities:

- ❑ Roving reference service to provide point-of-need reference service, to build relationships with City officials and staff, local business people and members of community organizations using the Lafayette Library & Learning Center so that Lafayette Library & Learning Center staff stays up-to-date on the specific information needs of the City, the business community and community organizations.
- ❑ Make at least one presentation a month to City staff, commissions and community organizations about library services, resources and programs.
- ❑ Offer at least four open house/orientations to the services and resources of the Lafayette Library & Learning Center for City elected officials, commission members and staff, members of community organizations, the local business community and the general public each year.
- ❑ Summer seminars on smart growth, suburban economic development, land-use controversies, transportation planning, etc. for city, county and regional government executives from throughout Contra Costa County.

Service indicators:

- ❑ Feedback from presentations.
- ❑ Percent of individual attending open house/orientations rating them satisfactory or excellent.

Needs addressed:

There was consensus among community library needs assessment participants that the community needs a focal point for civic and community activities. They need the Lafayette Library & Learning Center to be a place that draws people together to share information and ideas. By providing information services and resources to City elected officials, commission members and staff and to community organizations, the

Lafayette Library & Learning Center supports civic involvement. Summer seminars for government executives are among the programs the Lafayette Library & Learning Center engages in to address the community need for an active learning center for all ages in the City and the region as a whole.

Implementation:

Elected officials, commission members and staff of the City of Lafayette have access to Lafayette Library & Learning Center reference and information services in person, over the telephone and via email. The Adult Services Librarian provides and evaluates reference and information services provided to City officials, commission members and staff and to community organizations. As do members of the general public, city officials, staff and community organizations have access to remote information and reference services through *AskNow*, an online reference service available 24 hours a day 7 days a week.

The print collections and electronic resources the Lafayette Library & Learning Center offers provide up-to-date information essential to City, community organization and local business planning and operation. The Adult Services Librarian annually surveys City elected officials, commission members and staff, local business people and community organizations to get their recommendations for additional print and electronic resources the Lafayette Library & Learning Center should offer.

To promote Lafayette Library & Learning Center reference and information services and resources, the Senior Branch Librarian and the Adult Services Librarian make at least one presentation a month to the City Council, City commissions, City staff or community organizations. With the Friends of the Lafayette Library, the Senior Branch Librarian and the Adult Services Librarian plan, schedule, publicize and present an open house/orientation at the Lafayette Library & Learning Center once during each quarter. The Adult Services Librarian prepares topical resource lists for distribution at the open house/orientation. The Lafayette Library & Learning Center sends invitations to the open house/orientation to the City, community organizations and local businesses and announces the open/house orientations to the general public on the Library, City, Friends of the Lafayette Library and Chamber of Commerce Web sites, in the local newspaper and on local community cable television. Members of the Friends of the Library and Lafayette Library & Learning Center staff also represent the Lafayette Library & Learning Center at City and community events.

As part of its role as the hub of civic and community activity, the Lafayette Library & Learning Center offers the City and community organizations display and exhibit space and meeting and program space that enhances the sharing of information and ideas between the City and its citizens and between community organizations and the community at large.

The Lafayette Library & Learning Center hosts a summer seminar for city, county and regional government executives from throughout Contra Costa County. The Institute of Governmental Studies (IGS) at the University of California, Berkeley, a Seaborg Consortium member, its partner the Goldman School of Public Policy (GSPP) and the Lafayette Library & Learning Center Program Coordinator plan and schedule an annual one-week summer seminar at the Lafayette Library & Learning Center for city, county and regional government executives from throughout Contra Costa County. The seminar, developed and presented by IGS and GSPP, addresses such local government concerns as smart growth, suburban economic development, land-use controversies, and transportation planning. The Program Coordinator sends invitations to the seminar to all city, county and regional government executives in Contra Costa County.

Implementation of the Overall Plan of Service

Hours of Operation

The Lafayette Library & Learning Center is open to the public 60 hours per week, 6 days per week. The schedule is as follows:

Monday	10-9
Tuesday	10-9
Wednesday	10-9
Thursday	10-9
Friday	10-6
Saturday	10-6

Staff

The Contra Costa County Library employs staff in the following positions to operate the Lafayette Library & Learning Center and implement its program and services.

Senior Branch Librarian (1.0 FTE)
Adult Services Librarian (1.0 FTE)
Teen Services Librarian (1.0 FTE)
Youth Services Librarian (1.0 FTE)
Program Coordinator (1.0 FTE)
Homework Center Coordinator (0.5 FTE)
Library Assistants (2 FTE)
Clerks (2.5 FTE)
Library Student Assistants (90 hours)

Lafayette Library & Learning Center staff works with Contra Costa County Library staff to develop methods to identify and attract qualified applicants for all positions assigned to the Lafayette Library & Learning Center including community recruitment, participation in job fairs and email announcements. In recruiting for Lafayette Library & Learning Center positions, County Library management staff and the Lafayette Library & Learning Center Senior Branch Librarian make every effort to reflect Contra Costa County's ethnic and racial diversity.

Lafayette Library & Learning Center staff works closely with the City of Lafayette, the Lafayette Senior Services Commission, the Lafayette Youth Services Commission, the Lafayette School District, the Acalanes Union High School District, the Friends of the Lafayette Library and other community organizations to develop a volunteer program at the Lafayette Library & Learning Center and to recruit a core group of volunteers to help design and implement library programs and services.

Collections

Contra Costa County Library Annual Statistics 2002/2003 indicate that the existing Lafayette Library has 60,658 items or roughly 2.5 items per capita. The circulation for FY2002/2003 was 205,514 or roughly 8.6 items per capita. The turnover rate at the Lafayette Library for FY2002/2003 was 3.4. The level of circulation and the turnover rate indicate high use of a collection that is severely cramped for space despite annual weeding. Participants in the community library needs assessment process made repeated mention of the insufficient size and depth of both the circulating and reference collections of the existing Lafayette Library and of the incapacity of the current 7,059-square foot facility to house a collection of a size and

depth commensurate with the expressed needs of Lafayette residents of all ages. The Lafayette Library & Learning Center has space for a collection of 89,100 items providing roughly 3.2 items per capita to the projected 2020 population of 27,900.

To support the programs and services of the Lafayette Library & Learning Center and to meet the informational, cultural, educational and recreational needs of all members of the community, the Lafayette Library & Learning Center provides collections of print and multimedia materials for adults, teens and children. The collections offer sufficient depth and breadth to meet the curriculum related needs of Lafayette's K-12 students and to respond to the varied and extensive interests of Lafayette's well-educated and culturally sophisticated adult population and offer sufficient numbers of copies of specific items to readily meet demand from this community of avid recreational and informational readers of all ages. Materials and resources offered include hardcover, paperback and large-type books, fiction and nonfiction, reference books and electronic resources. Multimedia materials available for circulation include audio book cassettes, audio book compact discs, audio music compact discs, DVDs, children's media kits (audio cassettes with books) and both entertainment and educational videocassettes and software on CD-ROM. The Lafayette Library & Learning Center subscribes to a broad range of both general and special interest magazines for adults, teens and children and to a number of local, regional and national newspapers.

The City of Lafayette projects spending \$250,000 to enhance and expand the collections of the existing Lafayette Library for opening day of the Lafayette Library & Learning Center. Contra Costa County Library and the City of Lafayette project allocating \$53,100 per year for materials acquisitions to the Lafayette Library & Learning Center. The City of Lafayette, the Lafayette Community Foundation, and the Friends of the Lafayette Library augment this amount with City funds, private donations and proceeds from the Friends of the Library book sales.

The Contra Costa County Library Collection Development Plan says the "primary, but not singular role, of branch collections is to provide current, high-demand and high-interest materials in a variety of formats for all ages. In addition, branches may develop specific aspects of their collections to meet unique, clearly defined local needs." The *Plan* mandates community needs assessments as part of the collection planning process and requires the completion and annual revision of a community profile. Data collected in the needs assessment process includes demographics, local school performance ratings, a range of community-based statistics, user and non-user surveys, collection use data and staff input.

With input from the City of Lafayette, the Lafayette Library & Learning Center Building Committee and the Friends of the Lafayette Library, the Lafayette Library & Learning Center staff develops the Lafayette Library & Learning Center Community Profile as specified in the Contra Costa County Library Collection Development Policy and Manual. This profile takes into account information about the community and its library service needs reported in the City of Lafayette Community Library Needs Assessment. The Contra Costa County Library Collection Development Manager and the Collection Development Team use the Lafayette Branch Community Profile and vendor opening day guidelines in tandem to select, acquire and process an enhanced collection for opening day of the Lafayette Library & Learning Center. The collection includes the County Library's mandated core collection as well as materials selected to meet specific local needs such as elementary and secondary school curriculum-related resources and arts and science enrichment materials.

The City of Lafayette, the Library Building Committee and the Friends of the Lafayette Library work with the County Library senior management team and with the Senior Branch Librarian, Lafayette Library & Learning Center, to develop a procedures for accepting, processing and acknowledging donations of materials to the Lafayette Library & Learning Center. The procedure provides timely information to potential donors about collection needs and about the County Library's Gift Acceptance Guidelines and assures timely and

appropriate recognition of gifts and prompt and complete processing of donated materials. The procedure outlines an appropriate plan for recognizing such gifts during opening day ceremonies.

The staff of the Lafayette Library & Learning Center, in cooperation with the Lafayette Friends of the Library, conducts user surveys every six months to determine if the opening day collection and subsequent acquisitions reflect local goals and objectives and meet the needs of the Lafayette community. Lafayette Library & Learning Center staff use data gathered from the survey to revise the Lafayette Library & Learning Center Community Profile, to reassess selection practices, to identify collection strengths and weaknesses and to communicate the results of this reevaluation and suggested modifications to selection practices to the Collection Development Manager and Collection Development Team.

Partnerships

City of Lafayette staff and members of City commissions work with the staff of the Lafayette Library & Learning Center to foster good communication between the City and the Lafayette Library & Learning Center and to facilitate joint planning efforts. City staff and Lafayette Library & Learning Center staff develop appropriate electronic links between the City and the Lafayette Library & Learning Center to assure community access to important local government information and services and to support the community's long tradition of civic involvement. Upon request, Lafayette Library & Learning Center staff makes presentations at City meetings. City staff and members of City commissions make use of the display and exhibit space in the Lafayette Library & Learning Center to share ideas with and provide information to the community. The City provides copies of current City documents to the Lafayette Library & Learning Center to assure timely citizen access to critical local information. City staff works with Lafayette Library & Learning Center staff to promote library services, programs and resources and City staff and members of city commissions play a key role in planning and evaluating new Lafayette Library & Learning Center services.

The Senior Service Commission assists Lafayette Library & Learning Center staff in identifying and addressing barriers to access for seniors and provides invaluable information in planning lifelong learning programs for seniors and in selecting adaptive and assistive technologies and resources for seniors with special needs. The Youth Services Commission provides the Lafayette Library & Learning Center staff with input on the planning, implementation, promotion, and evaluation of library services, programs and resources for teens.

Lafayette residents play an active role in their community. The organizations they support participate in the planning, development, presentation and evaluation of Lafayette Library & Learning Center programs and services. The Lafayette Arts & Science Foundation, the Lafayette Historical Society and the Seaborg Consortium all have major roles in helping the Lafayette Library & Learning Center address community need for and interest in a library-based arts and science enrichment program for K-12 students and, in collaboration with Lafayette Library & Learning Center staff and the Friends of the Library, plan and present programs for adults on the arts, science, social and public policy, world events and local history. The Friends of the Library work with Lafayette Library & Learning Center staff in building on the successful *Sweet Thursdays* author talks program to plan and implement additional literary events and reader services.

Community organizations also take advantage of the Lafayette Library & Learning Center's exhibit and display space to communicate information about their mission, services, and activities and make use of the Community Meeting Room and its videoconferencing and multimedia presentation and production equipment for meetings, programs and special events. Community organizations also rely on the Lafayette Library & Learning Center's print, multimedia and electronic resources for information critical to organization planning, fundraising and evaluation and provide Lafayette Library & Learning Center staff with input on the selection of print and electronic resources to meet the needs of community organizations and the populations they serve (e.g. youth, seniors, disabled persons).

The Lafayette School District and the Acalanes Union High School District partner with the Contra Costa County Library and the City of Lafayette to implement the programs and services of A Joint Venture Cooperative Agreement for the Lafayette Library & Learning Center.

The school districts partner with the Lafayette Library & Learning Center to respond to the needs of K-12 students by:

- ❑ Helping plan and present an open house/orientation to the Lafayette Library & Learning Center every fall for K-12 teachers.
- ❑ Providing homework and assignment alerts.
- ❑ Recommending curriculum related materials and recreational reading titles for children and teens for addition to Lafayette Library & Learning Center collections.
- ❑ Providing input on appropriate technology to enhance and facilitate use of the library, its services, programs and resources by disabled children and teens.
- ❑ Identifying, recruiting and training teen volunteers for tutoring services offered after-school.
- ❑ Encouraging high school students to make use of small group study spaces in the Lafayette Library & Learning Center to study together and to work on collaborative projects.
- ❑ Referring students to the Lafayette Library & Learning Center for tutoring and homework assistance.
- ❑ Promoting library services and programs for K-12 students to students and their parents.
- ❑ Meeting annually with the City of Lafayette and the Lafayette Library & Learning Center staff to jointly plan a calendar of arts and science enrichment activities for K-12 students to be implemented by the Lafayette Library & Learning Center's Program Coordinator.

Timely and Informative Publicity

Community library needs assessment participants frequently mentioned the need for timely and informative publicity about library services. Lafayette Library & Learning Center staff works with the City of Lafayette and the Friends of the Lafayette Library to create a local publicity plan for marketing library services and programs. The scheduling of Lafayette Library & Learning Center programs is integrated into the City's overall schedule of events. The Lafayette Library & Learning Center cooperates with the City and its commissions, the Friends of the Lafayette Library, the Lafayette School District, the Acalanes Union High School District, members of the Seaborg Consortium, the Lafayette Historical Society and other community organizations, the Lafayette Chamber of Commerce and local business people and Lafayette Library & Learning Center volunteers in promoting and publicizing Lafayette Library & Learning Center programs.

The Lafayette Library & Learning Center makes use of the City's Web site, the County Library Web site, the newsletters of community organizations and local media including community cable television to further provide timely and informative publicity about Lafayette Library & Learning Center services, resources and programs. Lafayette Library & Learning Center staff and members of the Friends of the Library establish outreach contacts, make public presentations and create and disseminate media pieces to promote the new facility, its services, resources and programs, and they represent the Lafayette Library & Learning Center at community events.

Barrier-Free Access

The community of Lafayette is concerned that every effort be made to assure that learning and physically disabled children, teens, adults and seniors have access to library services, programs and resources. The community wants the special needs of elderly and disabled persons to be considered as library services, programs and resources are planned, selected and implemented. Seniors, members of the Lafayette

Senior Services Commission, members of the disabled community and individuals and community groups who advocate for the elderly and disabled participated in the needs assessment. They contributed input and expressed their concerns during all phases of the planning process.

The Lafayette Library & Learning Center is ADA compliant. It offers elderly and disabled persons appropriate technology including adaptive and assistive devices and remote access to information services and resources to enhance and facilitate their use of the library, its collections, programs, and services. Collections include print and multimedia materials appropriate to the needs of the visually and hearing disabled as well as materials adapted for learning and developmentally disabled persons. Lafayette Library & Learning Center staff offers roving reference service to provide point-of-need reference assistance, build relationships with disabled persons of all ages using the Lafayette Library & Learning Center and break down barriers and limitations imposed by reference desks or fixed service points.

How the Plan of Service Meets the Needs of K-12 Students

The community of Lafayette is proud of its excellent schools and its commitment to supporting and enriching education for every child in the community. Meeting the library service needs of K-12 students is the top library service priority for the community. To support community commitment to excellent elementary and secondary education, expand cooperation between the local schools and the public library in meeting the library service needs of Lafayette's K-12 students, enhance and augment school curriculum, and supplement school library services, the City of Lafayette, the Lafayette School District, the Acalanes Union High School District and the Contra Costa County Library have entered into A Joint Venture Cooperative Agreement for the Lafayette Library & Learning Center.

The joint venture cooperative agreement offers the following programs:

- ❑ **Learning Enhancement Program**-specialized resource collections and services that respond to the curriculum and homework help needs of elementary, middle and high school students.
- ❑ **Arts and Science Enrichment Program** -specialized resource collections, exhibits and activities to supplement school curricula and develop strong arts and science literacy skills in K-12 students.
- ❑ **Lafayette History Learning Program** -specialized resource collections, exhibits and programs that support local history curriculum for third grade students.

The **Learning Enhancement Program** services and activities of the joint venture cooperative agreement supplement the academic curricula of local elementary and secondary schools outside of the traditional school environment. Services and activities include after-school homework assistance, small group and one-on-one tutoring, math and reading intervention programs and academic test preparation and practice.

To implement Homework Center services, the Lafayette Library & Learning Center Homework Center Coordinator works with the Contra Costa County Library Volunteer Coordinator to recruit and train members of the community to serve as homework helpers and tutors. The Homework Center Coordinator and the Teen Services Librarian work with Acalanes Union High School District staff to recruit and train high school students to serve as tutors for K-8 students and as peer tutors for other high school students. This volunteer program provides Acalanes Union High School District students with the opportunity to satisfy school district community service requirements by providing critical support to the Learning Enhancement Program.

To augment after-school homework assistance and tutoring services and provide homework assistance when Homework Center volunteers are not available, the Lafayette Library & Learning Center offers access from computer workstations in the Lafayette Library & Learning Center and its Homework Center and Technology Lab to *Live Homework Help with tutor.com*. This online service connects students in grades 4

through 12 over the Internet to live tutors who provide instruction in English, math, science and social studies in up to 20-minute individualized, live tutoring sessions. The service also provides advanced placement level tutoring.

The Lafayette Library & Learning Center Teen Services and Youth Services Librarians with input from Lafayette School District and Acalanes Union High School District teachers develop specialized resource collections to support the **Learning Enhancement Program**. The Lafayette School District donates one copy of each year's planned textbooks and the Acalanes Union High School District donates one copy of each year's planned textbooks for core classes to the Lafayette Library & Learning Center. Textbook collections are kept in the Homework Center. The Lafayette Library & Learning Center also offers K-12 students access to online resources responsive to curriculum and student needs including: *LearningExpressLibrary*, *Biography Resource Center*, *Kids Infobits*, *Literature Resource Center*, *Opposing Viewpoints Resource Center*, *Student Resource Center-Gold*, and *SYBWorld*. These resources are described in **Technology** on page 33.

As an additional component of the **Learning Enhancement Program** and, in response to the need for computer literacy training identified by participants in the community library needs assessment, staff of the Lafayette Library & Learning Center develop and offer computer literacy workshops for students, parents and teachers in the Technology Lab. To complement these instructional services and to respond to the need for support in developing research skills, the Teen Services Librarian and the Youth Services Librarian prepare and make available to students, parents, and teachers appropriate support tools such as bibliographies, Web site lists and pathfinders.

Through the **Arts and Science Enrichment Program**, the Lafayette Library & Learning Center offers weekly arts and science activities for students and their families. Activities include visiting exhibits, speakers, workshops, short courses, demonstrations and hands-on activities designed to provide arts and science opportunities and experiences not available through the schools. Arts and science activities are offered in the interactive, flexible learning environment provided by the Library Arts & Science Discovery Center. Arts and science programs and activities are brought to the Lafayette Library & Learning Center with funding from the City of Lafayette and in cooperation with the Seaborg Consortium and the Lafayette Arts & Science Foundation, an organization formed to support and enrich the education of every child in the Lafayette public schools.

The **Local History Learning Program** supports the third grade local history curriculum. The Lafayette Library & Learning Center houses the Lafayette Heritage Collection, a collection of materials acquired and preserved by the Lafayette Historical Society including books, maps, documents, photos and artifacts, and serves as a base for the exploration of Lafayette history. The Lafayette Library & Learning Center provides space for displays and exhibits to support the third grade local history curriculum. The Lafayette Historical Society and the Youth Services Librarian acquire and prepare materials for exhibits and displays.

The Youth Services Librarian and the Lafayette Historical Society also develop and present instructional programs that augment and complement the third grade local history curriculum and the historical walking tour of Lafayette the Lafayette Arts & Science Foundation offers third grade students as part of the program, *A Child's Historical Perspective of Lafayette*, the foundation brings to third grade classrooms.

Community library needs assessment participants stressed that students, parents, teachers and school district staff need timely and informative publicity about library service, programs and resources. In response to this need and to assure that Lafayette students, parents, teachers and district staff are aware of services, resources and programs offered at the Lafayette Library & Learning Center and of services and resources delivered remotely over the Internet on the Contra Costa County Library Web site, the Youth Services Librarian and the Teen Services Librarian visit all middle school core classrooms and all

elementary school classrooms every fall. They invite Lafayette School District and Acalanes Union High School District teachers to bring their classes to the Lafayette Library & Learning Center for orientation and to work on school projects and do research. They work with Lafayette School District and Acalanes School District teachers to encourage students to take advantage of the **Learning Enhancement Program**, the **Arts and Science Enrichment Program** and the **Local History Learning Program** and of the services, resources and exhibits available in the Homework Center, the Technology Lab and the Library Arts & Science Discovery Center. Teachers and Lafayette Library & Learning Center staff encourage middle and high school students to make use of the Group Study Rooms for small group study sessions and collaborative school projects. To further promote library services and resources for K-12 students, the Youth services Librarian and the Teen Services Librarian invite teachers, parents and members of community organizations that support the local schools to an open house/orientation in the Lafayette Library & Learning Center every fall.

Jurisdiction Wide Services

The Contra Costa County Library provides library services to Contra Costa County cities except for the City of Richmond and to unincorporated communities throughout the County. The County Library operates the Lafayette Library & Learning Center.

Contra Costa County Library Mission:

The Contra Costa County Library brings people and ideas together.

Contra Costa County Library Goals:

Public Services

- ❑ Children and young adults in the community have access to a range of high quality services.
- ❑ Community members are able to obtain materials and services to pursue their own learning and meet their individual information needs.

Collections

- ❑ Collections meet the variety of educational, recreational and cultural information needs of the community.

Human Resources

- ❑ The library recruits, hires, trains and retains the most competent personnel available to meet service expectations.
- ❑ The library provides a high quality volunteer program that offers meaningful opportunities to sustain and enhance the library service program.

Public Relations

- ❑ Communities are well informed about library services and needs.

Technology

- ❑ Technology is utilized to improve and increase public access to library materials and services.
- ❑ Technology is used to improve staff efficiency to better serve the community.

Facilities

- ❑ Library facilities are inviting, accessible and meet community need.

The goals and objectives of this [Lafayette Library & Learning Center Plan of Service](#) not only address local community library service needs but also complement the goals of the Contra Costa County Library.

In addition to providing a planning framework for countywide library services, the Contra Costa County Library also offers several jurisdiction-wide services that support and enhance local library services.

Support services

Administrative Support Services

- ❑ *Library Administration* plans, organizes and directs the operation of the County Library; provides leadership and management in budgetary, personnel, operational and policy matters; and plans for the future of the County Library with the Library Commission, the regional library boards, and representatives of the communities served by the Library and staff.
- ❑ *Shipping* provides Monday through Saturday delivery of library resources to all library facilities and receives all resources, furniture and equipment delivered to the library.
- ❑ *Community Relations* manages the Library's volunteer program, provides publicity for library programs and services and provides support to Friends of the Library groups.
- ❑ *Volunteer Services* assist branches in recruiting and training volunteers and coordinates the County Library's volunteer recognition activities.

Technical Support Services

- ❑ *Automation* provides planning and operations for the information technology system as well as the wide area network linking all Library locations.
- ❑ *Technical Services* provides for catalog and database maintenance and processing of library materials.
- ❑ *Collection Management* provides for selection and acquisition of library materials, for fund accounting and for interlibrary loan services.
- ❑ *Electronic Resources* creates and maintains the Library Web page and oversees the selection and acquisition of electronic resources.

In implementing this Lafayette Library & Learning Center Plan of Service, Lafayette Library & Learning Center staff, volunteers and community partners depend on these administrative and support services.

Public Services

Contra Costa County Library also delivers a number of direct patron services that benefit Lafayette residents and library patrons countywide. These services include

- ❑ *Bookline* is a toll-free phone line within Contra Costa County. Using the line patrons can access their library records to renew books, get a list of items checked out, get a list of fines and overdue charges, or find out if requested items are ready for pickup.
- ❑ *Books by Mail* provides delivery of books and books-on-tape to patrons through the mail for a \$3.00 charge per item. Items may be requested in person at the patron's local library, over the phone, or over the Internet. Items may be returned by mail, in person or through a branch library book drop.
- ❑ *Circulation Services* allow library patrons to use their library card in any County Library outlet and return materials checked out in any County Library outlet to any other County Library outlet. Monday through Saturday delivery services facilitate filling interlibrary requests and patron holds.
- ❑ *Interlibrary Loans* allow patrons to request books from libraries outside the Contra Costa County Library for a \$5.00 prepaid fee. (The Library will soon participate in a direct loan program with other Bay Area libraries and eliminate the need for a prepaid fee).

This Lafayette Library & Learning Center Plan of Service incorporates into local objectives the following age-level services for which the Contra Costa County Library provides program support:

- ❑ *The Summer Reading Program* encourages school age children to retain their reading skills by reading during the summer. It also encourages parents and caregivers of young children to read aloud to preschool and primary grade children. With this program, the Library hopes to make children library users and lifelong readers for pleasure. Prizes are awarded for 15 hours of reading during the 10-week program and an end of the Summer Reading Program celebration for children and their parents and caregivers is held in every County Library location.
- ❑ *The Teen Reading Program* encourages teens to read for academic success, for personal development and for pleasure. The Library initiated this program in fall 2002 during the American Library Association's Teen Read Week. The program offers rewards to teens that complete 15 hours of reading during the six-week program. Participants who complete one or more book reviews in print or online on the Teen Reading Program page of the Library's Web site is eligible for further prizes. The program is promoted in private and public middle and high schools throughout the County.

At present the Contra Costa County Library operates the Central Library located in the geographic center of the County in the City of Pleasant Hill. The Central Library not only serves as the only library in the City of Pleasant Hill, but also is a partial depository of federal and state documents, offers a genealogy collection staffed by volunteers and houses the County Library's largest and most in-depth circulating and reference collections. On the staff of the Central Library are age-level and subject specialists who provide collection, service and program planning advice to local library staff and who develop and conduct staff development activities jurisdiction-wide.

Strategic Planning

This year, Contra Costa County Library embarked on a strategic planning process to facilitate the transition from the County Library's current service model of a Central Library and 22 branch libraries to the proposed model of 23 peer community libraries each responding to the needs of its community and collaborating with its 22 peer libraries to support services to the county population as a whole. A number of countywide services will be housed and managed centrally, on behalf of the entire county library system in order to:

- ❑ Realize economies of scale.
- ❑ Ensure consistency in service standards and delivery techniques.
- ❑ Streamline processing and distribution.
- ❑ Maximize use of special purpose spaces and equipment.
- ❑ Maximize the countywide benefit and impact of advanced staff expertise.
- ❑ Maximize access to the county library's most costly materials and resources.
- ❑ Allow specialized handling of unique, fragile, or irreplaceable materials.

To date, planners have identified four priorities for County Library services. Those categories are:

- ❑ Reading.
- ❑ General information.
- ❑ Collaboration.
- ❑ Special needs.

Reading

Planners agree that the Contra Costa County Library through its community libraries and system services should take an active role in promoting reading, maximizing the use of library collections and offering programs and activities that encourage reading.

General Information

They also suggest that Contra Costa County Library enable the completion of more general information transactions at the first point of contact, provide library patrons countywide with self-help options and tools with the objective of reaching an 80/20 ratio of self-service to mediated transactions and coordinate the provision of information with other local information sources such as local agencies, bookstores, media, etc.

Collaboration

To ensure consistent quality in library services and programs countywide, planners suggest collaboration between and among the staff of peer libraries and County Library administrative and support staff in developing new services and programs. Collaboration could take the form of pilot programs, tool kits available countywide that build on the success of locally implemented programs and services, and system-wide training and new skills development.

Special Needs

Planners suggest that each community will identify and target the priority special needs and services within that community. Here too, however, the staff of peer community libraries and administrative and support staff can employ the collaborative model in identifying successful outreach strategies, developing tool kits for service and program planning and implementation and for training to ensure consistent quality in special needs library services and programs countywide.

The Lafayette Library & Learning Center will be one of 23 peer libraries in the service model Contra Costa County Library strategic planners are proposing for Contra Costa County Library in the 21st century. County Library staff has developed this Lafayette Library & Learning Center Plan of Service in this context. The Plan of Service acknowledges the service imperatives of the proposed service model by responding to residents needs, by respecting the unique character of the community of Lafayette and by leveraging existing assets and resources to meet current needs and plan for future needs.

Impact of the Lafayette Library & Learning Center on Jurisdiction Wide Services

The Lafayette Library & Learning Center is poised to become a model for what libraries of the future can do to educate and enrich an entire community. With its array of innovative programs and services and as one of 23 peer libraries in Contra Costa County, the Lafayette Library & Learning Center will not only meet its service obligations to the local community but also, through its association with the Glenn Seaborg Consortium, become an active learning center for all of Contra Costa County. The City of Lafayette is extremely committed to the development of this forward-looking project and the community is working hard to make it a reality.

The Lafayette Library was built over 40 year ago to serve a maximum population of 17,000 and to hold a collection of 15,000 items. At the time the current library opened in 1962, planners determined the facility was adequate in size and flexible enough in design to meet the community's library service needs then and through the end of the century. Planning forecasts underestimated the potential growth in the City and did not adequately envision changing library service needs and modern service delivery methods.

The evolution of the City from a very small bedroom community to a small but vital town with excellent schools, unique businesses, and plentiful indoor and outdoor recreational activities has increased demand for excellent library services. The community has always had high expectations of and made heavy use of library collections, services and programs. Today, the Library serves a population of 23, 908 and houses a collection of over 60,000 items. Lafayette residents place heavy demands on the Library's collections and services. Residents with library cards make up 56% of the city's population. Circulation per capita at the Lafayette Library is the highest among the cities of comparable size served by the Contra Costa County Library. The existing Lafayette Library is too small to accommodate collections, programs and services adequate to meet the needs of Lafayette today and expansion of the current facility is not possible. Despite ongoing cooperation between the City of Lafayette and Contra Costa County Library, the physical limitations of the current library seriously impede the full delivery of needed services and the development of adequate collections. Without the construction of a new, larger and more accessible and technologically up-to-date facility, community library service and resource needs and expectations cannot be met. Lafayette residents will increasingly compete for resources and services at newer and larger libraries in the neighboring communities of Moraga and Orinda and for resources and services currently offered at the Contra Costa County Central Library in Pleasant Hill.

The Lafayette Library & Learning Center not only expands space for and improved access to basic library services in Lafayette, but also offers greatly expanded collections and innovative programs and services designed to meet the needs of the community. This larger and more modern facility provides improved access to new technology and electronic resources impossible to offer in the existing Lafayette Library, provides critical additional community meeting space and serves as a focal point for the City's civic, educational, and cultural activities.

Citizen participation in the community library needs assessment and the planning process has been enthusiastic and community support for and local government commitment to planning and building a new library in the City of Lafayette remain strong as planning efforts continue. The City, the County Library and the community have a strong and effective partnership, a partnership that promises success in realizing the community's vision for the Lafayette Library & Learning Center, responding to community library service needs now and into the future, implementing this Lafayette Library & Learning Center Plan of Service and meeting Plan of Service goals and objectives and situating the Lafayette Library & Learning Center to fulfill its role as one of 23 peer community libraries in Contra Costa County and to make a significant contribution to the excellence of library services countywide.

Technology

The Lafayette Library & Learning Center responds to the community need for a new library facility with state-of-the-art technology. The Lafayette Library & Learning Center has 42 computer workstations. Of this number 28 computer workstations are located in open access areas, four (4) sit-down workstations in the Homework Center and ten (10) sit-down workstations in the Technology Lab. The Lafayette Library & Learning Center workstations are connected to the Contra Costa County Library online network and provide Lafayette Library & Learning Center users access to community library collections throughout the County through the County Library's online public access catalog, to the Internet and to an array of electronic resources and services delivered by the Contra Costa County Library over the Internet to local communities.

Additional technologies such as video, digital and still projection equipment, audio and video teleconferencing equipment, a CATV or satellite television distribution system with drops in the special use and meeting spaces, electrical and data drops at each seat for laptop access in the general access spaces and in group study rooms, and assistive and adaptive devices for physically disabled persons are incorporated into the building program to further support programs and services offered in response to community needs.

The *Lafayette Library & Learning Center Plan of Service* integrates technology to:

- ❑ Deliver and enhance library services offered in response to community library service needs.
- ❑ Augment print and multimedia collections.
- ❑ Assure barrier free access to library services, resources and programs for elderly and disabled persons.
- ❑ Increase patron access to self-help options and to improve and enhance patron in-library access to Lafayette Library & Learning Center collections.
- ❑ Evaluate current and plan future services.

The Lafayette Library & Learning Center integrates technology to meet the academic achievement and arts and science enrichment needs of K-12 students.

The *Lafayette Library & Learning Center Plan of Service* integrates technology to provide remote access from home or school to resources and services for K-12 students and to augment resources and services offered to K-12 students in the Lafayette Library & Learning Center.

K-12 students, their parents and teachers have access to the Contra Costa County Library online public access catalog and a variety of online resources and services offered over the Internet through the Contra Costa County Library Web site.

K-12 students have access to:

- ❑ *AskNow*, a live online reference service of Contra Costa County Library and library communities in the greater San Francisco Bay Area designed to answer brief, factual questions or to suggest sources of information on desired topics. It utilizes state-of-the-art interactive software (or push technology) to guide the library visitor through an information search, displaying Web pages, sending documents from library databases, and suggesting other sources of information.
- ❑ *Live Homework Help with tutor.com* an online service providing instruction in English, math, science and social studies for students in grades four through twelve over the Internet. Students connect from the Lafayette Library & Learning Center to qualified tutors for up to 20-minute, individualized, live tutoring sessions. Tutoring at the advanced placement level is also available.

- ❑ Contra Costa County Library's online computer literacy tools including interactive demonstrations, step-by-step simulations of library services, software tutorials and online help files from computer workstations in the Lafayette Library & Learning Center, its Homework Center and its Technology Lab.

Elementary school students also have access to:

- ❑ *Kids Catalog Web (KC Web)*, an easy-to-use and engaging graphical interface to Contra Costa County Library's children's collections. *KC Web* also provides those children and their parents with over 11,000 pre-selected, age-appropriate, and content-specific links to the World Wide Web. Lafayette Library & Learning Center staff and Lafayette School District teachers can use *KC Web* to build pathfinders, booklists and links to selected Web pages to assist students in completing specific assignments.
- ❑ *Kids Infobits*, a database that meets the information needs of students in Kindergarten through Grade 5 that features a developmentally appropriate, visually graphic interface, a subject-based topic tree search and full-text, age-appropriate, curriculum-related magazine, newspaper and reference content for information on current events, the arts, science, health, people, government, history, sports and more.

Middle and high school students also have access to:

- ❑ *Biography Resource Center*, a database of respected biographical dictionaries and full-text articles from hundreds of periodicals.
- ❑ *Literature Resource Center*, a literary database which includes *Contemporary Authors* with biographical and bibliographical information on more than 120,000 United States and international authors, *Contemporary Literary Criticism* with more than 35,000 critical essays on contemporary authors that include biographical and critical information as well as lists of principal works and suggestions for further study and *Dictionary of Literary Biography* with nearly 10,000 biographical and critical essays on the lives, work and careers of influential literary figures for all eras and genres.
- ❑ *Opposing Viewpoints Resource Center*, a database providing a complete, one-stop source for information on social issues. Content includes viewpoint articles, topic overviews, statistics, primary documents, links to Web sites and full-text magazine and newspaper articles.
- ❑ *Student Resource Center-Gold* which is a fully integrated database containing thousands of curriculum-targeted primary documents, biographies, topical essays, background information, critical analyses, full-text coverage of over 1,000 magazines and newspapers, over 20,000 photographs and illustrations and more than eight (8) hours of audio and video clips.
- ❑ *SYBWorld (Statesmen's Yearbook online)* 192 country profiles cover every important area: political parties and leaders, population, economics, climate, natural resources, military capabilities, education and legal systems, culture and communications, health and environment and international affairs. Other topics covered include world events, biographies of key figures, and special profiles of regions, states, and cities.
- ❑ *LearningExpressLibrary* an online practice test-taking service with immediate scoring for ACT, SAT and other academic entrance exams.

Access to these online resources addresses community library service needs by:

- ❑ Expanding K-12 student access to resources needed for schoolwork and addresses parental concerns about effective use of the Internet by school children.
- ❑ Augmenting needed volunteer tutoring services in the Homework Center.

- ❑ Extending student access to skilled reference assistance in identifying and locating information needed to complete school assignments and research projects.
- ❑ Addressing the computer literacy training and instruction needs of students, parents and teachers.

The Lafayette Library & Learning Center integrates technology to support the Arts and Science Enrichment Program.

Most of the arts and science activities the Lafayette Library & Learning Center offers K-8 students take place in the Library Arts & Science Discovery Center. This interactive, flexible space accommodates 36 students seated at tables and 50-60 students at informal sessions. Audiovisual/digital projection and recording equipment are available in the Discovery Center. Lafayette Library & Learning Center staff and program volunteers use this equipment to record activities and programs in order to make them available for later viewing and broadcast and to allow for Web-based or video presentations and for recorded sound enhancements to **Arts and Science Enrichment Program** activities. A flat screen monitor mounted on the wall of the Library Arts & Science Discovery Center facilitates the viewing of Web-based and video presentations. The **Local History Learning Program** also takes advantage of this equipment for some of its activities and programs.

The Lafayette Library & Learning Center integrates technology to deliver readers' advisory services and resources to individual readers and local book clubs and book discussion groups.

The City of Lafayette Community Library Needs Assessment describes Lafayette as a community of readers. Residents support two independent bookstores and a variety of literary and book related activities. They share their enthusiasm for reading with others by supporting the Contra Costa County Library's adult literacy program, Project Second Chance and are active promoters of reading for pleasure. Needs assessment participants identified the need for readers' advisory services and resources and for services that support book clubs and book discussion groups. Lafayette patrons have access from the Lafayette Library & Learning Center and from home, workplace and school to a number of electronic resources and services offered on the Contra Costa County Library computer network including.

- ❑ *YouSeeMore* is a dynamic interactive portal that allows users to create a personal Web page on the County Library's Web site with streaming media, resources, and information based on their individual preferences. Users can also create stored searches for items that are of ongoing interest to them. *YouSeeMore* also provides images of book jackets, tables of contents, and over 250,000 reviews and recommendations encompassing fiction and nonfiction materials for adults, teens and children. The information also includes fiction and biography profile data, summaries, author notes and excerpts.
- ❑ *NoveList*, a readers' advisory resource that helps fiction readers find new authors and books.
- ❑ *What Do I Read Next?* a database that enhances the ability of the Lafayette Library & Learning Center to provide readers' advisory assistance and resources for book clubs and book discussion groups. This database includes nearly 100,000 recommended titles, more than 53,000 plot summaries and awards information from 557 awards, all to help users uncover new reading adventures, find long-remembered favorites, and discover award-winning titles.
- ❑ *Literature Resource Center*, a literary database that provides biographical and bibliographical information on more than 120,000 United States and international authors, more than 35,000 critical essays on contemporary authors that include biographical and critical information, lists of principal works and suggestions for further study and nearly 10,000 biographical and critical essays on the lives, work and career of influential literary figures for all eras and genres.

The Lafayette Library & Learning Center integrates technology to provide high quality information, cultural and lifelong learning services and resources to Lafayette adults and seniors.

According to the City of Lafayette Community Library Needs Assessment, Lafayette adults and seniors want remote access to library resources and services. The Lafayette Library & Learning Center provides remote access online resources and services over the Internet from the Contra Costa County Library Web site.

Lafayette adults and seniors have access to the following online library services:

- ❑ *AskNow*, a live online reference service of Contra Costa County Library and library communities in the greater San Francisco Bay Area that provides direct access outside of library hours and beyond Lafayette Library & Learning Center walls to expert reference librarians. The service offers online referrals as appropriate to Stanford University medical librarians and to law librarians from 11 California institutions.
- ❑ Contra Costa County Library's online computer literacy tools including interactive demonstrations, step-by-step simulations of library services, software tutorials and online help files from computer workstations in the Lafayette Library & Learning Center and its Technology Lab and remotely over the Internet through the Contra Costa County Library Web site.

Lafayette adults and seniors need more books, magazines and periodicals offering up-to-date, in-depth content on a broad scope of topics. To augment print and multimedia collections that respond to this need, the Lafayette Library & Learning Center offers Lafayette adults and seniors access to:

- ❑ Over 4,000 e-books.
- ❑ *Custom Newspapers*, a collection of full-text articles from national newspapers such as the *San Francisco Chronicle*, the *New York Times*, *Investor's Business Daily*, and the *Christian Science Monitor*.
- ❑ *General Reference Center*, a databases that integrates a variety of sources in one easy-to-use interface; it includes articles from magazines, reference books and newspapers, many with full-text and images.
- ❑ *InfoTrac OneFile*, a one-stop source for news and periodical articles offering information on a wide range of topics including business, computers, current events, economics, education, environmental issues, health care, hobbies, humanities, law, literature and art, politics, science, social science, sports, technology and many general interest topics. The database includes millions of full-text articles, many with images updated daily.
- ❑ *Health and Wellness Resource Center*, a database providing magazine, journal and newspaper articles and definitions and directories on fitness, pregnancy, medicine, nutrition, diseases, public health, occupational health and safety, alcohol and drug abuse, prescription drugs, etc. The database includes links to diet, cancer and health assessment sites as well as government databases.
- ❑ *Newsbank*, a collection of full-text articles from select California newspapers including the Contra Costa Times, San Jose Mercury News, and the Sacramento Bee. *Newsbank* also contains USA Today and newspapers from many cities around the country, including the Washington Post, the Chicago Tribune, and the Miami Herald. While access to this database is limited to in-library users, it does greatly extend access to current information about California and its cities and counties by providing access to more California newspapers than it is possible to provide in a single community library's print or microfilm collection.

Community library needs assessment participants identified investment information and business information as specific collection needs. To augment materials selected to respond to these specific needs, the Lafayette Library & Learning Center offers Lafayette adults and seniors access to:

- ❑ *Business and Company Resource Center*, a database that brings together company profiles, brand information, rankings, investment reports, company histories, chronologies and periodicals to provide detailed company and industry news and information. Access to information about both public and international companies is available through *Mergent*, a database covering over 10,000 public companies and their SEC filings; provides company data on over 14,000 international companies; provides presentation-quality reports on over 1,700 NYSE, AMEX, and NASDAQ companies; and provides information on 4,000 now defunct companies from 1995 onward.
- ❑ *PROMT, Predicast Overview of Markets and Technology and from Standard & Poor's Market Investment News*, a database that allows users to research companies, the products and technologies they produce and the markets in which they compete. It offers summaries and full-text from nearly 1,000 business and trade journals, industry newsletters, newspapers, market research studies, news releases, and investment and brokerage firm reports. Standard & Poor's Market Investment News provides a stock market snapshot, economic issues, hot industries and more.
- ❑ *STAT-USA Internet* provides business, trade and economic information including the *National Trade Data Bank*. While access to this database is limited to in-library users, it provides greater access to current business, trade and economic information than it is possible to provide in a local community library's print collection.

Lafayette seniors, persons with visual disability and commuters need access to more books and other reading material in audio format. To respond to this need and augment the Lafayette Library & Learning Center's collection of books in audio format, the Lafayette Library & Learning Center offers:

- ❑ *Audible for Libraries* a commercial program that provides digital audio books online and enables the County Library to purchase and loan audio titles on a library-controlled set of AudibleReady MP3 players and to offer Internet audio service for personal computers, portable digital audio players and personal digital assistants. Content providers consist of more than 165 leading audio book publishers, broadcasters, magazines and newspapers including the *Wall Street Journal* and the *New York Times*, business information services, authors, and educational and cultural institutions (available July 2004).
- ❑ Audio versions of newspaper text over a toll-free telephone line.

The Lafayette Library & Learning Center integrates technology to provide services that encourage and enhance the City's long tradition of civic involvement and fulfill the Lafayette Library & Learning Center's role as the hub of civic and community activities.

Lafayette residents need a community focal point, a place where community organizations and agencies can share information and ideas with the community, and where City government can connect with residents.

The Lafayette Library & Learning Center integrates technology in response to these needs. Technologies used include:

- ❑ Online links between the City of Lafayette and the Lafayette Library & Learning Center.
- ❑ Videoconferencing and multimedia production and presentation equipment in the Community Meeting Room.
- ❑ Enhanced access to Contra Costa County government through a partnership between Contra Costa County and the County Library providing e-commerce and other online County government services through the County Library's Web site.

The Lafayette Library & Learning Center integrates technology to assure barrier free access to library services, resources and programs for elderly and disabled persons.

All of the computer workstations in the Lafayette Library & Learning Center meet or exceed ADA guidelines. From these workstations and from home, workplace or school personal computers with Internet connections, elderly and disabled persons have access to the electronic resources and services described above through the County Library's ADA compliant and fully accessible Web site.

To assure that elderly and disabled persons have access to programs offered at the Lafayette Library & Learning Center, the facility meets ADA access guidelines and the Community Meeting Room is equipped with assistive listening device capability to enhance the ability of the hearing impaired to enjoy cultural and educational programs and participate in community meetings held in the Meeting Room.

As new adaptive and assistive technology becomes available, Lafayette Library & Learning Center staff, Futures/ALIVE, Inc. staff, the Lafayette Senior Services Commission and other agencies who advocate for elderly and disabled persons select and integrate appropriate technologies into the Lafayette Library & Learning Center's plan of service.

Visually disabled persons have access to books in audio format through *Audible for Libraries* [see page 42] and to audio versions of newspaper text over a toll-free telephone line. The County Library plans to enhance service to the visually disabled, in future, by acquiring and providing user access to hand-held listening devices. This equipment will provide audible access to the Contra Costa County Library catalog at the Lafayette Library & Learning Center and to self-check machines in the Lafayette Library & Learning Center.

The Lafayette Library & Learning Center integrates technology to increase patron access to self-help options and to improve and enhance patron in-library access to Lafayette Library & Learning Center collections.

Lafayette is a technically savvy community. Lafayette Library & Learning Center users welcome self-help options. Self-help options such as self-check free staff to:

- Get out from behind desks and build relationships with patrons.
- Assist patrons one-on-one with new technology.
- Improve the efficiency with which patrons with simple transactions can complete check out and renew books and place holds.
- Increase time staff is available to assist patrons with more complex transactions and patrons with special needs.

From computer workstations in the Lafayette Library & Learning Center and from home, workplace or school over the Internet, Lafayette Library & Learning Center patrons can:

- Check their records.
- Place holds.
- Renew items.
- Receive email notification of overdue materials and holds ready for pickup.
- Subscribe to an e-newsletter produced by County Library staff that alerts them to new resources and services.
- Complete an online purchase suggestion form.

Average monthly circulation at the Lafayette Library & Learning Center is expected to increase by at least 75% over the average monthly circulation at the existing Lafayette Library. Circulation in the communities of Danville and Orinda increased 94% and 60% respectively when new library facilities opened. To optimize the handling, processing and security of the library materials as an increased number move out of, back into and through the Lafayette Library & Learning Center, the Contra Costa County Library makes use of digital materials flow management. Options beyond those offered by the current self-check system used by the existing Lafayette Library include:

- ❑ Hand-held portable scanning devices for verification or updating of inventory status and collection data.
- ❑ Real time customer check-in with instant patron receipt and automatic re-sensitizing.
- ❑ Customizable sorting by location or status.

By integrating this technology the Lafayette Library & Learning Center provides patrons with improved access to materials and more efficient service response.

The Lafayette Library & Learning Center integrates technology to evaluate current services and plan future services.

City of Lafayette staff, representatives of community organizations and Lafayette Library & Learning Center staff and volunteers can take advantage of Contra Costa County Library's participation in *Zoomerang* in updating and revising the City of Lafayette Community Library Needs Assessment. Contra Costa County Library is a zPro Member of *Zoomerang*, created by MarketTools. *Zoomerang* membership allows the County Library to conduct user and non-user surveys, to get prompt responses to questions and to analyze data in real time. The County Library can quickly create and customize surveys on topics such as customer satisfaction, event planning, collection development needs, new services testing and much more. Results are captured and presented in graphically rich format in real time and are accessible from any Web browser. Data derived from this online survey technology helps Lafayette Library & Learning Center staff and community partners determine the efficacy of this Lafayette Library & Learning Center Plan of Service and appropriately revise and update it in order to provide services and collections that meet changing community needs.

Contra Costa County Library integrates technology to support and enhance community library services.

Contra Costa County Library makes use of technology to improve and increase public access to library materials and services, to more effectively meet community library service needs and to improve staff efficiency and proficiency. It uses technology to support its service philosophy of empowering patrons and bringing information and services to them. Technology allows the Contra Costa County Library to provide convenient remote access to the Central Library and the 22 community libraries operated by the County Library. By integrating technology into the Library's service program the County Library seeks to offer access to library services 24 hours a day, 7 days a week, to assist staff and the public by organizing Web content, to support collection development and augment current resources, to tie local events to library collections and programs and to provide as many self-service options for the public as possible.

The County Library currently operates a 500+ PC computer network that provides infrastructure for its growing digital resources and services. The network provides full graphical access to the Library catalog and to full-text subscription databases including electronic books and online readers' advisory services and facilitates access to and mediates searches on the Internet through links to recommended sites. Library patrons have access to most of these electronic resources from their workplaces, schools and homes as well as from the Central Library and all 22 community libraries operated by the County Library. Resources

and services offered on the network also provide support to kindergarten through 12th grade students in completing school assignments, foster information literacy with online Internet tutorials and bring library services directly to the homebound, to the disabled, to the County's many commuters and to the business community.

The Library's Web site resides on a Sun server and an NT server. CARL Corporation provides the online public access catalog software. Library staff creates the Home Page that ties the catalog, the electronic databases and books together with information about library hours, programs and services. The Electronic Resources Specialist coordinates news items highlighting new electronic databases and services. The Webmaster uses DreamWeaver to create the look and feel of the site. Together they tie local resources, hot topics and current events to library collections and services. The Lafayette Library & Learning Center benefits from the economies of scale implicit in a countywide library computer network and from the maintenance and training support Contra Costa County Library Automation Services offers to community libraries.

Executive Summary - Technology

The Lafayette Library & Learning Center integrates technology as a critical element in delivering needed library services to the community of Lafayette. The Lafayette Library & Learning Center provides library users with 42 computer workstations, videoconferencing and multimedia production and presentation equipment, laptop computer connectivity and assistive and adaptive devices for the disabled. The Lafayette Library & Learning Center takes advantage of the Contra Costa County Library online computer network to integrate appropriate electronic technologies in responding to a variety of community library service needs, to augment Lafayette Library & Learning Center collections and to facilitate library services planning, implementation and delivery.

Support for the formal education and educational enrichment of Lafayette's K-12 students is the community's highest library service priority. The Lafayette Library & Learning Center integrates technology to meet the academic achievement and arts and science enrichment needs of K-12 students. As part of *A Joint Venture Cooperative Agreement for the Lafayette Library & Learning Center*, the Lafayette Library & Learning Center offers K-12 students access to a Homework Center equipped with four (4) computer workstations and a Technology Lab with ten (10) computer workstations. These workstations provide access to online services such as *AskNow* providing live contact online with a reference librarian who provides answers to brief factual questions and suggests sources of information on specific topics and to *Live Homework Help with tutor.com* an online service that augments the one-on-one and small groups tutoring services the Lafayette Library & Learning Center offers. Elementary school students use *Kids' Catalog Web* to find age-appropriate and content-specific links to the World Wide Web. Middle and high school students have access to electronic resources such as *Literature Resource Center* and *Opposing Viewpoints* useful in completing work on research papers and to electronic services such as the online test-taking practice offered by *LearningExpressLibrary*. All these resources and services with the exception of *Live Homework Help* are also available to K-12 students with Internet access from home or school.

The Lafayette Library & Learning Center integrates technology to address other critical community library service needs. Access to online readers' advisory services such as *NoveList* and *What Do I Read Next* and online public access catalog enhancements offered by *YouSeeMore* augment Lafayette Library & Learning Center reader services and programs and provide additional support to local book clubs and discussion groups.

The Lafayette Library & Learning Center integrates technology to provide high quality information, cultural and lifelong learning services and resources to adults and seniors. As do K-12 students, Lafayette adults and seniors have access to information services 24 hours a day 7 days a week with *AskNow*. Electronic databases and indexes augment and expand the scope, depth and currency of Lafayette Library & Learning Center print and multimedia collections. Access to over 4,000 e-books and to online databases such as *General Reference Center*, *InfoTrac OneFile*, *PROMT: Predicast Overview of Markets and Technology*, and *Audible for Libraries* respond to community need for more in-depth collections and for access to more book and periodical titles, current business and investment information and books in audio format. The Contra Costa County Library online public access catalog provides Lafayette adults and seniors with access to all the titles held by library outlets countywide. Lafayette Library & Learning Center patrons can place holds on circulating materials and initiate delivery of those materials to the Lafayette Library & Learning Center electronically from the Lafayette Library & Learning Center or over the Internet from home, school or workplace.

The Lafayette Library & Learning Center supports its role as the focal point of civic and community activity with electronic links to city and county government. The Lafayette Library & Learning Center provides access in the Community Meeting Room to videoconferencing and multimedia production and presentation equipment to help address the distance learning and program needs of City staff and commission members and of community organizations.

The Lafayette Library & Learning Center is ADA compliant. To assure barrier free access not only to the library facility itself but also to Lafayette Library & Learning Center services, programs and resources, the Lafayette Library & Learning Center offers ADA compliant computer workstations and access to the Contra Costa County Library's ADA compliant Web site. In the near future, the Lafayette Library & Learning Center will provide hand-held listening devices that allow visually disabled persons audible access to self check machines and the Contra Costa County Library online public access catalog. The Lafayette Library & Learning Center also offers assistive and adaptive technologies that facilitate use and enjoyment of library services, programs and resources by elderly and disabled persons. As part of the County Library, the Lafayette Library & Learning Center provides home and institution bound elderly and disabled persons with remote access to electronic resources and services over the Internet and to audio versions of newspaper text over a toll-free telephone line. The County Library plans to enhance service to the visually disabled, in future, by acquiring and providing user access to hand-held listening devices. This equipment will provide audible access in local libraries to the County Library catalog and self-service checkout workstations.

The Lafayette Library & Learning Center relies on Contra Costa County Library Automation Services to deliver most of the electronic resources and services it offers the community of Lafayette. The County Library integrates technology into its plan of service to improve and increase public access to resources and services, more effectively respond to community library service needs and improve staff efficiency and proficiency jurisdiction wide. By integrating new technology, the County Library can extend access to services and information beyond the limits of local library buildings and collections. Technology enhances the County Library's ability to facilitate service delivery and to assure that all the County's residents have access to the wealth of information now available in digital format and over the World Wide Web.

The County Library integrates technology to provide access for all residents to a broad scope and the greatest possible variety of resources and service options. Annual evaluation of performance, reassessment of needs and revision of objectives, allow the County Library to respond to changing community needs and take advantage of new technological developments and opportunities to respond to needs. The Lafayette Library & Learning Center, the City of Lafayette, the Lafayette School District, the Acalanes Union High School District, local schools, community organizations and library volunteers to identify and communicate to County Library Automation staff and planners how best to integrate new technology to meet changing library service needs in the City of Lafayette.

Appendix A The Glenn Seaborg Learning Consortium

The community's dedication to learning has inspired the creation of the Glenn Seaborg Learning Consortium. Twelve of northern California's most important educational and cultural institutions have agreed to serve as partners in the Consortium, and in so doing, to deliver the best of what they have to offer at a single site in the City of Lafayette—the new Lafayette Library & Learning Center. This unprecedented collaboration of Bay Area nonprofit organizations brings a remarkable wealth of materials, archives, workshops, exhibits, K-12 curricula, lectures and films to downtown Lafayette.

The distinguished organizations that have agreed to join the Glenn Seaborg Learning Consortium are:

- **California Shakespeare Theater** – *Nourishing the imaginations of audiences, artists, and learners of all ages through the plays of William Shakespeare.*
- **Chabot Space & Science Center** – *An innovative teaching and learning center focusing on astronomy and the space sciences and the interrelationships of all sciences.*
- **Commonwealth Club of California** – *The nation's oldest and largest public affairs forum.*
- **Greenbelt Alliance** – *Protecting open space and promoting livable communities in partnership with diverse coalitions on public policy development, advocacy and education.*
- **John F. Kennedy University** -- *A rich learning environment where students and faculty collaborate in a spirit of inquiry, dialogue and service.*
- **John Muir / Mount Diablo Health System** -- *A premier healthcare provider in the San Francisco Bay Area.*
- **Lindsay Wildlife Museum** – *Connecting people and wildlife to inspire responsibility and respect for the world we share.*
- **University of California Lawrence Hall of Science** -- *Developing model programs for teaching and learning science and mathematics, and disseminating them to an ever-increasing audience.*
- **Oakland Museum of California** – *The only museum devoted to the art, history, and natural sciences of California.*
- **The Oakland Zoo in Knowland Park** – *The East Bay's zoo.*
- **Saint Mary's College** – *Celebrating the classical tradition of liberal arts education.*
- **University of California Institute of Governmental Studies** – *Advancing interdisciplinary research in American politics, government, and public policy.*

Seaborg Consortium sponsors are:

- Lafayette Community Foundation

- City of Lafayette
- Lafayette School District
- Acalanes Union High School District
- Lafayette Arts & Science Foundation
- Contra Costa County Library
- Friends of the Lafayette Library
- Lafayette Historical Society