

**ORANGEVALE LIBRARY
PLAN OF SERVICE**

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EXECUTIVE SUMMARY

Library service, education and lifelong learning are core values for the Orangevale community. Because the existing library is situated in a small leased space, it cannot meet the needs of that community. A comprehensive *Community Library Needs Assessment* (CLNA) conducted in 2015 identified the need for improved library service and space to support enhanced technology, expanded general library services, learning, and programs and services for all ages.

Sacramento County proposes a new 10,000-square-foot library to replace the existing leased facility in Orangevale. The proposed Library will provide the best of traditional library service, strengthened and enhanced by technology, along with expanded library space, services and programs.

Service Goals and Services

Five service goals that guide planning for the new library were identified during the CLNA:

- Expanded general library services
- Enhanced technology
- Services and programs for the community
- Learning support
- Community meeting place – the heart of the community

INTRODUCTION AND MISSION STATEMENT

Background

During its 91-year history, the Orangevale Library has moved seven times and was closed for a period of time in the late 1970s. At each location, the size of the facility has limited the development of a full library collection, the provision of adequate patron seating, the presentation of community programs, and the expansion of computer workstations. Access to information has been limited by the level of staffing and the volume and diversity of the library collection. Staff workspace also has been inadequate. The library survey, along with public interviews and focus group meetings, made it clear that Orangevale needs a larger facility to provide the needed services.

The proposed 10,000-square-foot Orangevale Library will replace the current 4,221-square-foot leased facility. While the existing library is well-used, it is too small to meet the needs of Orangevale's 34,000 current residents, or those of the community's 2020 projected population of 36,091. The current library has insufficient capacity in the following areas: seating (room for 17 patrons); public-access computer stations (13); collection size (25,750); number of staff workstations (3) and space for public programs and meetings (none).

The Orangevale Library is part of the Sacramento Public Library (SPL) system that provides service to the residents of the City and County of Sacramento, including five incorporated cities and excluding Folsom. Library users have access to the entire SPL collection of approximately 1.5 million volumes from any library. This resource-sharing allows the

development of collections at each of the local branches that are specifically tailored to meet the needs of community members.

The Orangevale service area covers approximately 10.4 square miles and is bounded by the Placer County line to the north, the City of Folsom to the east, the City of Citrus Heights to the west and Madison Avenue to the south, with a jog to Greenback Lane that begins at Kenneth Avenue.

Planning

First Planning Document

Sacramento Public Library developed its strategic plan in August 2012, focusing on Community Engagement, Customer Experience and Stewardship. This plan includes the following vision, mission statement and goals:

Vision

“Sacramento Public Library: The Essential Connection to a Vibrant Community”

Mission Statement

“Sacramento Public Library delivers ideas, information and resources to help our community discover, learn and grow.”

Sacramento Public Library Strategic Plan Goals

- Increase positive public awareness, engagement and ownership of the library.
- Create positive experiences based on customer expectations.
- Maximize staff resources to benefit our community.
- Be the most effective, responsible and transparent steward of public funds.

Second Planning Document

A comprehensive Community Library Needs Assessment (CLNA) was developed in 2015 specifically for the Orangevale area. The CLNA provided information about the community, including demographics, community characteristics, use of existing library services, analysis of library-service needs, and a space-needs assessment:

Community Needs Assessment for the Orangevale Library

- **Enhanced Technology to Empower Residents**
 - Computer access
 - Technology-related training opportunities
 - Data and electrical power for patrons’ own electronic devices
 - Improved access to the library
- **Expanded General Library Services**
 - General collections
 - Increase in children’s collection
 - Readers’ advisory service
 - Seating
- **Improved Access**
 - Raise library’s profile in community

- Larger capacity for collection, services and programs
- **Learning Support**
 - Elementary and secondary schools
 - Homeschoolers
 - Continuing education
- **Services and Programs for All Ages**
 - Services for children
 - Services for teens
 - Services for adults
 - Services for seniors
- **A Community Meeting Place**
 - Meeting and programming space
 - Friends of the Library

The purpose of this *Library Plan of Service* is to translate these community library needs into a plan of service that meets the needs of the Orangevale community. The *Library Plan of Service*, in turn, will be used to translate the service requirements into spaces with furniture and equipment in a *Building Program*. The *Building Program* will guide the architect in the design of the new library. The library design will thus emerge directly from the expressed needs of the community.

GOALS AND OBJECTIVES

Using both planning documents as framework and based upon the needs identified during the Orangevale CLNA, the following major service goals were developed for the new Orangevale Library:

- 1. Expanded general library services**
 - a. Sufficient meeting space for library-related public programs and community meetings
 - b. An enhanced collection, in various formats, to meet the educational, recreational and lifelong learning needs of people of all ages and backgrounds, with increased youth materials
 - c. Reference service, including dictionaries, encyclopedias and specialized and high-demand resources
 - d. Wider variety of seating options; single and group seating options for children, teens and adults
 - e. Additional staff to support excellent public service and operations created by added space, increased circulation, foot traffic and public programs
 - f. Increased space for the early literacy and children's areas
- 2. Enhanced technology**
 - a. More public-access internet computers with a variety of software for use by youth and adults
 - b. Technology-related learning opportunities
 - c. High-speed broadband WiFi wireless connectivity
 - d. Data and electrical power access for individuals with personal electronic devices (laptops, tablets, smartphones)

- e. Technology-delivered information (digital resources)
 - f. Staff technology
 - g. Efficient operations, including the addition of Automated Material Handling System to efficiently process materials
- 3. Services and programs for the community**
- a. Children and families
 - b. Teens
 - c. Adults
 - d. After-school learning opportunities
 - e. Technology literacy
 - f. Accessible collections and services for people with disabilities
 - g. International language and English-learning materials for people with limited English proficiency
- 4. Learning support**
- a. Educational materials that support early literacy and parenting
 - b. Increased collections of educational and recreational materials for adults, families and youth
- 5. Community meeting place – the heart of the community**
- a. Access to spaces for meetings, social events, study; creating and sharing ideas
 - b. Flexibility in spaces for multipurpose use

EXPANDED GENERAL LIBRARY SERVICES

Orangevale Library services will be available during all hours when the library is open. Specific services, such as public programs and class visits for library instruction, will be available as scheduled and are exceptions to services available during all library open hours. Virtual library services are accessible to the community at all times.

Sufficient Meeting Space

The proximity of the Library and its neighbor, the Orangevale Community Center, will provide a community focal point. There is no other governmental presence in the community.

The library will provide many programs for residents of all ages: preschool story times, reading and enrichment programs for children; academic and recreational programs for teens; and a variety of programs for adults. The community room, which will seat 80 people, will be designed to accommodate the attendance at most library programs. This room can be used for audiovisual and data presentations, since it will be equipped with a ceiling-mounted projector and a motorized, recessed screen. Community members will be able to prepare refreshments for events held in the community room in a small kitchenette with a microwave and a full refrigerator. Audiovisual equipment, the laptops used for training, and extra chairs and tables will be stored in a closet adjacent to the community room.

The enthusiastic library supporters who make up the Friends of the Orangevale Library give local residents another way to gather as a community. The Friends hold sales of

donated books daily in the library and annually at a multi-day book sale, with the proceeds going to the library for enhanced programs and collections. Storage for Friends materials within the current library is limited to an area that can accommodate an average two weeks' worth of donations from the community.

The new library will have shelving for the display of the Friends' sale materials near the entry of the library, where patrons may deposit a donation in a locked box affixed to a shelf. This ongoing sale will help reduce the volume of stored items. A room for receipt, sorting and storage of provided books is also part of the plan.

The library will be a distribution point for fliers and brochures announcing community activities, which will be displayed on literature racks. Current information will be posted on a community bulletin board, as requested during the CLNA. It is anticipated that the Library and Orangevale Recreation and Park District will develop a community electronic bulletin board accessible to all residents in the future.

Another Community Center function will be the library's display of the work of local artists and student arts and crafts projects for community enjoyment.

Enhanced Collections

The new Orangevale Library will include a generous collection of books, audiovisual materials and periodicals for children, teens and adults. Based upon the information gathered during the CLNA and an evaluation of the current use of the library (circulation and turnover statistics), a profile for the expanded collection was developed. Major increases were made in high-circulating segments of the collection, including adult audiovisual, fiction and nonfiction, and children's easy readers. The purpose of the profile is to guide the purchasing of new materials between now and the time the collection is built out at 32,000 volumes. The profile will be revised as changes in demographics or specific community needs are identified.

As a community branch; the new library will have no regional responsibilities, enabling staff to focus on materials needed by local residents. The 32,000 volumes will be augmented by the 1.5 million volumes of the Sacramento Public Library that are available to patrons of the Orangevale Library via the holds process, usually within one to two days. The branch will rely upon the network of branches and the Central Library for depth and breadth of collection. See Appendix A.

There are nine collections that include digital, print and audiovisual elements: 1.) Digital; 2.) Reference; 3.) Adult Browsing; 4.) Adult Fiction; 5.) Adult Nonfiction; 6.) Children-Ages 0-5; 7.) Children-Ages 6-12; 8.) Teens; and 9.) Adult Periodicals. Each is described below.

Digital Collection

The digital collection includes resources (books, video, music) accessed through the SPL catalog and website. A large portion of the digital collection is in the form of subscription databases or links to Internet sites. Many are reference sources that have replaced print formats. This collection may be expanded or changed as

new materials become available. Most are accessible by anyone with an SPL library card and PIN; several are restricted to use in the library.

Reference Collection

The number of print reference books is decreasing as more information and resources become accessible through the internet or electronic databases. Orangevale Library will provide a focused reference collection augmented with digital materials for increased customer access, relevance and timeliness. As a result, the reference collection will include materials frequently referred to by staff or accessed by patrons for in-library use. Reference materials will include dictionaries, encyclopedias, and specialized and high-demand resources. They will be shelved near the adult nonfiction collection.

Adult Browsing

The browsing collection provides high-turnover materials, including new books, the “Lucky Day” collection for popular and recreational reading, and audiovisual material.

Bookstore-style shelving that faces outward will display new books and other high-interest materials. All of these collections will be on lower shelving (58-66 inches high) for easy retrieval and will include displays to entice patrons to browse. In particular, the community expressed interest in obtaining new titles as quickly as possible after publication.

The audiovisual collection may include formats such as DVD, CD, audiobook CD, and newer media-format offerings. Adults and seniors who enjoy watching popular titles suggested the need for more documentaries, arts programs, travelogues and classic movies. Because all audiovisual materials are in high demand, their numbers have been increased in the proposed library. The audiobook collection will be particularly useful to commuters and those with vision disabilities.

With a growing number of residents speaking languages other than English, there will be an increased need for materials in other languages, particularly Spanish and Russian. These collections will be highlighted in the Adult Browsing Area to encourage their use. Some basic materials in other languages and for English-language learning will be purchased by the branch, but the majority will be rotating collections to provide variety. They will be just a sampling of what is available system-wide. Approximately 12.8 percent of the Orangevale population speaks a language other than English in the home.

To facilitate access to large-print materials for seniors and those with vision disabilities, this collection will be located with the browsing materials at the entrance. The new library will contain more of these materials, as they are already a popular part of the collection. Four comfortable lounge chairs with arms for easy sitting and rising will be positioned near this collection.

Adult Fiction

The fiction collection includes general fiction and genre fiction. The needs assessment found that local residents particularly enjoy mysteries.

Adult Nonfiction

This collection supports the personal growth, development and interests of adults and includes biographies, local history and DIY (Do-it-Yourself books). Materials focusing on careers or other specialties may be pulled out as separate collections in this area, which also will house books on literacy and language-learning, along with high-interest/low-vocabulary materials for new readers or those with limited English proficiency.

Children: Ages 0-5

The children's collection includes materials for two age levels. One segment is for babies, toddlers and preschoolers who use picture books and board books. These are a child's introduction to reading. The library provides resources for parents and caregivers to share with young children so they can start school ready to learn. Picture and board books are among the most popular segments of the entire library collection and have been increased considerably to meet demand.

Children: Ages 6-12

Children ages 6-12 will find general fiction, including "easy readers" and "moving up" (easy chapter books) as well as materials for older readers and non-fiction books, audiovisual items and children's periodicals. The children's nonfiction collection has been greatly increased to support demand for homework materials. Popular fiction in both hardcover and paperback will be chosen to encourage children to develop a lifelong love of reading.

Teen

Teens may use the recreational collection of the teen area—paperbacks, popular fiction and topics, magazines and popular CDs. They also may use the adult and children's collections for research and homework assignments. Orangevale teens desire a comfortable, casual, and easily changeable area (including modular furniture) to study — individually and in groups — and to "hang out," as is developmentally appropriate. Enhancing service to teens is a major emphasis in the expansion of services. This collection has been expanded, as has the space available for teens in the library.

Adult Periodicals

This browsing area of the library will display current issues of periodicals and provide shelving for the most recent issues. Reference use of periodicals has shifted to electronic resources, making it unnecessary to keep extensive back issues.

A chart comparing the current and proposed collections for the Orangevale Library, with circulation data, is included as Appendix A.

Reference Service

Patrons of all ages will have their information needs met, whether associated with school assignments or the pursuit of personal growth and development. Patrons will have access to resources that are specific to the Orangevale Library, along with expanded digital resources and services available through the Sacramento Public Library virtual library. The new library will have a basic collection of both print and digital resources that can be used independently or with the assistance of professional librarians. Patrons may ask questions in person at the library, by phone through the SPL Telephone Information Service (TELIS), and by e-mail using the library's website.

Another function of the staff is to provide advisory service to readers by recommending titles and/or authors. This will be done by all librarians, who each will have a specialty and be very familiar with literature specifically available for adults, teens or children. Patrons also will be able to find reading recommendations via several databases on the Library's website.

There will be a combined Reference and Circulation Service Desk near the library entrance. Staff will greet patrons as they enter and offer initial guidance. The desk will be staffed by one or two people even at the busiest times. This is made possible by the library design, which features maps and clear signage, displays of materials that identify where collection segments are shelved, and technology that facilitates library use without staff mediation. Patrons may return materials through book slots rather than to the circulation desk, independently check out materials, pick up reserved items or book a reservation for a computer. Staff will be "on the floor" most hours the library is open to greet and assist patrons and answer questions about the collection, programs or other services offered.

A Copy Center will be equipped with a multifunctional device that provides black-and-white and color copies, along with a scan function that allows files to be saved to a USB drive. A preparation counter for patrons to use in organizing their information also will be provided.

Seating

A total of 64 seats will provide quiet reading "living rooms" in the adult areas, lounge seating for parents and children to read together, and study carrels for both teens and adults. Whimsical seating for young children, chairs with arms near the large-print collection for older adults and people with disabilities, and general table seating will be provided in all areas. Quiet areas will be acoustically isolated to the extent possible, both by their location and the placement of book stacks.

Increased space for early literacy and children's and teens' areas

Demographics indicate that children and teens form an important part of the Orangevale community (23% of the population is under the age of 18.) Almost one-third of all materials that are borrowed from the Orangevale Library are children's picture books and fiction materials for children and teens. As a result, there is a strong need for space to be devoted to early literacy and learning.

Staffing

The staffing of the new facility will be expanded to include two new librarians, two library services assistants and additional shelvers. A comparison of current and proposed staffing is shown below. The staffing level is standard for a community branch.

Staff	Current FTE	Proposed FTE
Branch Supervisor (Librarian II)	1	1
Youth Services Librarian (Children and Teen)	.2	2
Circulation Supervisor	0	1
Library Services Assistant	1	2
Shelvers	21 hours/week	60 hours/week

The branch supervisor is responsible for supervising the librarians, the circulation supervisor and library services assistants. The branch supervisor also manages the development of the adult collection, provides oversight for collection development, manages the facility and is the primary representative to the community.

The children's librarian manages the collection of materials for children and the coordination of services for children from preschool through approximately fifth grade, coordinating programs for children, presenting story times and other reading-incentive programs, and organizing visits to classes in local elementary schools.

The teen librarian, who is the primary liaison with local middle schools and high schools, manages the collection of recreational materials and provides curriculum support for middle and high school students. The teen librarian coordinates programming for teens and convenes the Teen Advisory Board for ongoing input on collections and services. All librarians provide reference services.

The circulation supervisor schedules and supervises the library assistants and shelvers, manages circulation services and supervises the preparation of the collection for circulation. The circulation supervisor also provides service at the circulation desk, along with the library services assistants, and handles any difficult circulation problems.

The library services assistants are the library's clerical support staff. They staff the service desk, prepare materials for circulation, prepare reserve books for pick-up, check for reserved materials on the shelves and prepare cash reports. Though their primary responsibility is to provide customer service, LSAs may assist with the planning and implementation of public programs. They greet entering patrons and support the circulation of materials by instructing patrons in the use of self-check machines, giving directions, resolving circulation problems and providing general assistance.

Shelvers are part-time staff. Though the number varies, the intent is to have at least one shelver on duty in the library during all open hours. Shelvers are responsible for reshelving returned books and other library materials, keeping the shelves tidy, reshelving materials left on tables in the library, assisting the librarians with programming by setting up the chairs and equipment as needed, and assisting with back-room library processes.

ENHANCED TECHNOLOGY

Public-Access Computers

To meet the needs of the Orangevale community, the library will have 20 public-access computers. Each computer station will be able to accommodate sharing by providing space, electrical outlets and data connectors. Laptops may be loaned to patrons either by staff or by using a material-dispensing machine.

Public-access computers, whether desktop or laptop, will provide patrons with access to standard office productivity software, network/internet connections, and the ability to search the Sacramento Public Library’s online catalog, databases and other resources. Every computer should provide connectors so that headphones can be used for listening to audio content or viewing videos. The table below identifies the types of public technology needed in the library, along with the amount of associated space needed for each functional area.

Space	Computers	SF	Printers/Scanners	SF	Technology	Total SF
Adult Non-Fiction	4 End-cap OPACs 6 Desktops 2 Down View desktops	- 45 45	1 Printer	30		390
Children’s Library	4 Desktop 2 AWE desktop	45 45				270
Ebook/Digital Display Browser					Large flat-screen monitor	40
Express Computers	2 Desktops	45				90
Self-Checkout			4 Self Check out Units			40
Teen Area	4 Desktops	45				180
Totals	16 Desktop 2 AWE Desktops 4 end-cap OPACS		1 Printer		4 Self-Check-out units	1010

Two of the public-access computers will be designated for short-term use by patrons searching the library’s online catalog. While one “express” searching computer must

accommodate wheelchair users, the others will be stand-up stations to encourage short-term use.

Four self-checkout machines will be located near the circulation service desk to encourage patrons to use the machines with staff available to provide assistance. Shelving for holds will be adjacent to the self-checkout machines.

Technology-related Learning Opportunities

The community meeting room will need a ceiling-mounted projector and projection screen and should accommodate microphones (with speakers placed appropriately in the room), a flat-screen TV monitor and a DVD player. Wiring for cable TV and other video-conferencing equipment also is needed, along with assistive hearing and viewing devices.

High Speed Broadband: Connectivity, Data and Power Access

Power and data supply systems do not require dedicated space (included in the allowance for non-assignable space), but do require maximum flexibility for growth and development, as technology and library services are rapidly changing. This means increasing the number of electrical outlets so that patrons who bring their own devices to the library have the means to recharge these devices. The library prefers to use Power over Ethernet (PoE) whenever possible.

Tables, work carrels, lounge chairs and other furnishings should, whenever possible, provide patrons with access to electrical power and data connections. Wireless (WiFi) data access points will be strategically placed to ensure high-speed access to the network.

Digital Resources

Patrons will be able to access the SPL *e-Library* (website) 24 hours a day. Library resources available remotely through www.saclibrary.org include the ability to:

- Search the library's catalog
- Reserve titles
- Reserve a computer
- Research electronic information databases
- Renew materials, use links to internet websites, retrieve information on library programs and services
- Interact with an on-line reference librarian, be linked to appropriate websites for children or teens, get recommendations for reading, view own patron records, e-mail a reference question, make a service suggestion or recommendation for purchase, or connect to catalogs outside of SPL

Staff Technology

A variety of computers and printers, a scanner (may be combined with a printer), RFID pads and scanners, and barcode readers will be needed for staff work areas. Some of this equipment will be located at a circulation service desk, which also needs a cash register equipped with a credit card machine.

Space	Computers	SF	Printers/Scanners		Technology	Total SF
Circulation Service Desk	2 Desktop	45	1 Printer	30		120
Branch Supervisor's Office	1 Desktop	45	1 Printer	30		75
Staff Workroom	5 Desktop	45	2 Printers	30	1 Print/Mgr.	255
Totals						450

The circulation service desk area will be designed to maximize the number of transactions that are handled by patrons without staff assistance. This model ensures that library staff are able to assist patrons in maximizing the value they receive while visiting the library.

Efficient Operations

Materials circulation has been streamlined in this plan and in the design of the facility. The efficiencies will allow circulation staff to work with patrons more effectively on complex circulation issues and challenges, enabling staff to be readily available to offer general assistance. An Automated Material Handling System (AMHS) unit is recommended to streamline these operations.

During open hours, patrons will be encouraged to return their materials through three slots (adult, children's and audiovisual) as they enter the library. When the library is closed, patrons may return materials through slots on the exterior of the building.

Periodically during the day, staff will bring bins to a sorting table where they use RFID equipment to simultaneously re-sensitize items and return them to circulation. Any holds are identified at check-in and set aside. The remaining items are more finely sorted onto book trucks, taken directly to the public area and reshelved. This reduces the time that items are unavailable for public use.

An adequate staff workroom will contribute to efficient operations. Each full-time staff member will have a workstation with a computer and shelving for work in progress. There will be a separate area for bins delivered through SPL's internal delivery service. The storage area will accommodate a large number of delivery bins and book carts. An area for book returns and sorting will be designed for minimal movement of returned items and will be handled on an ergonomically designed custom counter. The general library storage associated with the workroom contributes to public service by providing a space for miscellaneous library equipment and supplies to be stored, keeping the public and staff areas tidy and uncluttered. To avoid confusion, the library storage area and workroom will be distinguished from the Friends' storage and workroom.

Automated Material Handling System

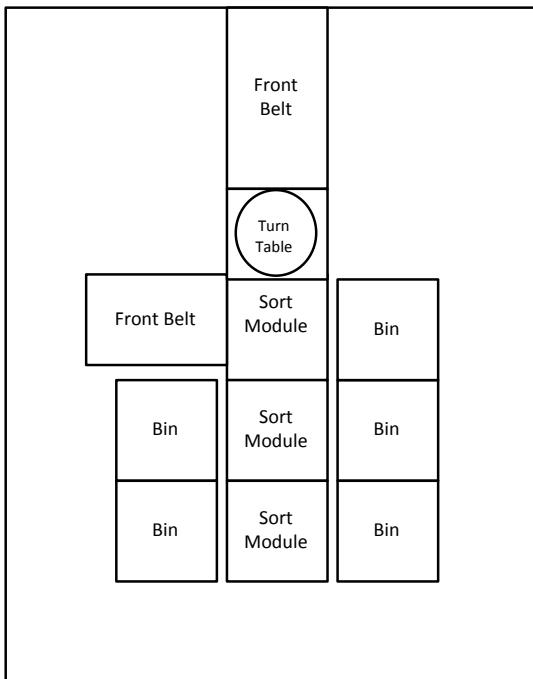
The Library will be equipped with an Automated Material Handling System (AMHS) unit in addition to one manual return bin. AMHS improves patron service and relieves staff from heavy and time-consuming tasks by automating material-handling processes such as

checking in library materials, sorting and shelving. Automating these processes frees library staff members to perform more patron service-oriented tasks.

Key components of the AMHS are as follows:

- 5-bin, 1-inlet system
- Occupy 242 square feet
- Electrical power requirements-120V (1) 30amp circuit
- HVAC capable of supporting 5227 BTU's generated by AMH sorter
- Check-in units and chutes
- Sorting equipment
- Material conveyance equipment
- Book trucks
- Trolleys
- Totes
- Book bins

Sample AMHS Drawing



SERVICES AND PROGRAMS FOR THE COMMUNITY

General Library Services

The educational needs of students will be met through the expanded adult and children's nonfiction collections, featuring homework-assistance materials; reference assistance from professional staff; access to electronic resources, including subscription databases and the internet; space for students to do homework individually or in groups; and

computer-training classes. Also important are the library services that inculcate a love of reading and lifelong learning. These include the attractive display of eye-catching materials, story times for preschoolers and toddlers to develop pre-literacy skills, book-related programs for children, and recreational and academic programs for teens.

Services for Children and Families

In addition to the academic support for children outlined above, the library provides services for children from birth through fifth grade. The Children's Library will be divided into two distinct areas, each with its own environment and scale of furniture.

Materials for the youngest children will be in the Preschool Area, with picture and board books and whimsical furniture. Parents will be able to sit comfortably with their children to read without worrying about interfering with other library users. This family reading space was a frequent community request. It will include a Read and Play space with literacy toys for parents and children to enjoy together and two AWE (Advanced Workstations in Education) early-literacy stations.

In the Children's Area, older children will have access to the expanded collection, which contains multiple formats and four multi-functional computers for schoolwork and personal-interest use. Studying can be done at tables and carrels, or in relaxing lounge chairs.

One of the most frequent requests from the community was for programs for both preschool-aged children and older children, especially those that encourage reading and lifelong learning. The library will provide regular story times for children ages 0-5. School-age programs will feature special performers, craft programs, book clubs, and science or technology programs, among others. Summer Reading will be the focus during June, July and August.

Services for Teens

Teens will find that the library meets both their academic and social needs. The Teen Space, visible yet acoustically isolated, will be designed for gathering, socializing and studying, all of which can happen simultaneously with teens. An attractive display will include a collection of popular books and paperbacks, magazines and CDs, including the latest media formats. For curriculum support and research materials, teens may utilize both the adult and/or juvenile collections, which will be augmented to meet student needs. There will be four computer workstations. Two workstations will be on counters or in a café configuration in order to be teen-friendly. A variety of creative seating will make this an inviting home away from home. Ample seating will include 27 seats plus computer workstations.

Programming for teens, determined in conjunction with a new Teen Advisory Board, will include both recreational activities and academic programs, such as preparing for college and college tests, computer instruction and school-speech presentations.

Services for Adults

Visitors will see one major asset even before entering the new library: ample parking. On-site parking and parking shared with the Orangevale Recreation and Park District's neighboring Community Center will provide more than three spaces per 1,000 square feet of building.

The most popular adult library materials will be attractively displayed near the entryway. These include new books and best sellers, popular paperbacks and the DVD and CD collections, plus a substantial selection of audiobooks. The languages collection also will be located here to draw in new library users. Near this browsing collection are the technology-based services that will facilitate the independent use of the library by adults. The self-check machines, materials return slots, and reserves pick-up area all are readily available.

If patrons decide to stay and read, they will find a variety of seating, from quiet "living room" areas to family-reading lounge chairs. The expanded non-fiction collection supports lifelong learning, with a focus on those topics of greatest interest to local residents, including "how to" materials, travel, law, local history and biographies, along with print and electronic research resources.

Programming for adults may include book clubs, cultural programs of art and music, educational programs such as "how to" presentations, and civic programs, such as election information or debates. The programs will be held in the Community Room, which will be equipped for audiovisual and data projection.

Services for Special Populations

There are three constituencies with special populations in the community: residents with disabilities, those whose primary language is not English, and those with limited literacy skills.

Residents with disabilities will find all areas and services in the new library fully accessible and ADA-compliant. Most audiovisual materials are housed in shelving towers to keep circulation space open. Aisles are generous enough to allow the passage of both wheelchairs and strollers. The service desk will have an ADA-compliant counter and materials-return slots will be accessible. Lounge chairs with arms (for easy sitting and rising) will be close to collections to provide a comfortable place to sit while browsing. Parking for people with disabilities will be close to the library's entry for easy access.

Orangevale has an increasing number of residents whose primary language is not English. They will find the library a comfortable place, with materials in international languages, especially Spanish and Russian. The collection, which will provide a sampling of materials that are available in other branches of Sacramento Public Library, will be replaced with new titles frequently. The display cases and wall exhibit space included in the new library's design will be used in part to highlight and honor the cultures of new residents.

Those who desire to improve their English language skills may use the English-language learning materials in the non-fiction collection. Both those learning English and the

estimated 11% of adults in the community who read at Level 1 (only very basic reading skills) will be able to access the Library’s system-wide literacy tutoring program. Those who want to improve reading and writing skills can enroll in the Library’s literacy one-to-one tutoring program. Literacy workbooks and easy reading materials for adults will be available.

Programming

The new library will have a Community Room that will accommodate 80 occupants, along with a kitchenette and a storage room for chairs, tables and audiovisual equipment. The room will be equipped with a ceiling-mounted audiovisual/data projector and a recessed motorized screen for multimedia presentations. It also will have the capacity to serve as a videoconferencing venue.

Programs will be offered for all ages and will include preschool story times; reading incentive programs for children; library and information literacy classes for students; academic and recreational programs for teens; cultural, educational and civic programs for adults; continuing education programs for adults; and computer training for all ages. These are described more thoroughly above in *Services and Programs for Age Level and Special Populations*.

Hours of Service

The Orangevale Library is currently open five days a week for a total of 36 hours. This is typical for a Community Branch in the Sacramento Public Library system. The community requested additional service hours. Every effort will be made to expand to 6-day service in the future and to balance morning and evening hours to accommodate the needs of visiting school classes, those who commute to work, or those who have sports activities after school and need evening and weekend service hours.

Hours of Operation	
Monday	Closed
Tuesday	12-8
Wednesday	10-6
Thursday	10-6
Friday	1-6
Saturday	10-5
Sunday	Closed

To assist in expanding the “virtual” service hours, the resources of the e-Library will be publicized, encouraging community members to use the Library’s website for after-hours access to many resources.

The Overall Service Plan Meets Community Needs

The overall plan of service for the Orangevale Library meets the library-service needs of the residents as identified during the comprehensive Community Library Needs Assessment. The chart below displays the library service needs and the service responses included in this plan.

Community Library Service Need	Service Response
<i>General Library Services</i>	
Helpful reference assistance	Expanded reference assistance through the addition of two professional staff and innovative service delivery; 24/7 online reference
Expanded collection in all formats to meet the educational, lifelong learning and recreational needs of patrons of all ages	Significantly larger collection of both books and audiovisual materials, with the distribution based upon use statistics and community requests
Generous seating for children, teens and adults that includes quiet, group-study, individual, and family options	64 reader seats distributed throughout the library, providing a variety of environments for individuals, groups and families Two small-group rooms that can be used for group study
Expanded service hours	Increased remote access to library services through publicity and push technology, expanding the “virtual” service hours of the library
<i>Technology</i>	
More computers with Internet access and a greater variety of software	20 PCs will be multi-functional public-access computers with business applications such as standard office productivity software, as well as access to the on-line catalog, electronic information resources and internet links
Computer training	Computer-training classes for all ages and skill levels, including instruction on the use of the SPL <i>e-Library</i>
More library services on-line	Broad array of electronic information databases, plus links to appropriate websites
Wireless technology and network connectivity	Wireless technology throughout public, staff and meeting room spaces Network connectivity associated with most reader seating for use of personal devices
<i>Services for Age-Level and Special Populations</i>	
Story times and family programs supporting early literacy. Reading enrichment and incentive programs.	Regular preschool story times; Reading enrichment programs for school aged children; Reading incentive programs for children, including the Summer Reading Program
Academic and enrichment programs for teens	Academic and recreational programs, with topics recommended by a Teen Advisory Board; Structured volunteer program for teens

Community Library Service Need	Service Response
Civic, educational and cultural programs for adults	Programs for adults, including book clubs, travelogues, computer and adult education classes, and cultural programs
Literacy assistance, tutoring space and materials for adults with low reading skills	Literacy tutoring program; Small-group room for tutoring; High-interest/low-vocabulary literacy materials
Materials for non-English speaking residents	International language collections English-language learning collections
Volunteer opportunities for seniors	Volunteer program for adults
<i>Support for Formal Learning</i>	
Support for both traditional school and homeschooling students	Large curriculum-related children's non-fiction collection for all students; Small-group rooms for use by home schooling families; Homework Zone program
<i>Library as Gathering Place and Community Center</i>	
Meeting and programming space for both library and community groups and events	Community Room seating 80, equipped for data and audiovisual presentations that can be used by the library for programming or by the community; Access to the Community Room during the hours the library is closed
Teen space	Teen Area providing both academic and social space, and opportunities for interaction among teens
Friends' sale area	Display shelves provided for sale materials
Friends' storage	Friends' storage and sorting table provided
Place to display community information and distribute publicity for activities and services	A community bulletin board and literature display racks near the entrance
Art display area	Art display cabinets Hanging track for framed picture/poster display
<i>Improve Efficiency of Operations</i>	
Efficient use of staff time	Streamlined circulation system
Adequate staff workspace	Workstations for each full-time staff member, plus shared work counters for expansion

Community Library Service Need	Service Response
Facilitate independent use of the library by patrons	Self-check stations provided; Independent reserve pick-up provided

IMPLEMENTATION PLAN

Staffing

The Orangevale Library will continue operating until shortly before moving into its new facility. Existing staff will continue to work in the library throughout the design and construction phases and will prepare the detailed profile for the “opening day” collection. The branch supervisor may be appointed at least six months before the scheduled opening of the new facility and the two additional librarians and shelvers will be assigned in time for the moving activities.

Hours of Service

The proposed service hours are the same as the current hours. If the standard for hours for county branches throughout SPL is increased, as is hoped, the hours of the Orangevale Library will be increased to provide additional evening and weekend hours to accommodate commuters and students involved with after-school sports activities.

Collection

The current collection of approximately 25,000 books and audiovisual items will be the foundation of an expanded collection.

Technology (See Technology – Implementation Plan below)

Programming / Services for Age Level and Special Populations

In order to capitalize on the publicity associated with opening the new library, a schedule of all programs during the first six months of operation will be printed for wide distribution. The programs include:

- Preschool story times
- Reading enrichment programs for children
- Reading incentive programs
- Computer classes including *e-Library* orientations
- Teen programs
- Adult cultural programs

Efficient Operation

Most anticipated operations efficiencies will be in place upon opening. A staff workroom with sufficient space for all staff will be part of the library design. The self-return slots will be available. Staff and volunteers will be stationed near both the self-return slots and the self-check machines to encourage and explain their use during the first month of operation. Sufficient storage will keep the library space tidy. The streamlined circulation system will be in place. Use of the library by patrons without staff mediation will be facilitated through clear signage, a library directory near the entrance, self-check machines, reserve pick-up and a computer reservation system.

Learning support

Orangevale residents want library services to support the formal education of children and youth and the ongoing education of adults. SPL provides a number of academic/scholarly databases, homework-help online tools, Microsoft Office Suite and related software, and a collection of print resources and programs that support research and learning.

Community Meeting Place – Heart of the Community

Educational, cultural and life-enriching programs for people of all ages and abilities will be presented on a regular basis. Such activities bring community members together for a host of lifelong learning opportunities. Community members also will have the opportunity to reserve the meeting room on request.

A Community Room that seats 80 will be available when the library opens. Also included will be a community bulletin board and built-in literature display racks near the entrance for posting and distributing information about community activities and services.

The library will provide display areas for local artists and student art, including both enclosed cases and hanging track for framed displays above book stacks.

TECHNOLOGY IMPLEMENTATION PLAN

Executive Summary

The Sacramento Public Library offers robust technology to enhance library services. Services offered include, but are not limited to:

- Self-check-out and online reserves
- Website providing access to the online catalog through which patrons can search, reserve titles, reserve a computer for use, do research using electronic information databases, renew materials, access the internet, retrieve information on library programs and services, be linked to appropriate websites for children or teens, view their own patron records, e-mail a reference question, or contact a librarian online 24/7
- Multi-functional public-access computers
- High-speed connectivity to the internet, including robust Wi-Fi capability

The *Library Plan of Service* integrates technology into its response to community needs identified during the CLNA. Technology will enhance services in the Orangevale Library in the following ways:

General Library Services

- A large collection of content-rich electronic databases, simultaneous searching of the online catalog and databases and the internet through Metafind, 24/7 online reference service
- Resource-sharing of the 1.5 million volumes listed in the SPL online catalog

Technology

- 18 multifunctional public-access computers and additional laptops, networked printers, and PC management software

- Robust wireless infrastructure
- Data and electrical capacity for patrons to use their own equipment and for future technology expansion
- Access to SPL’s website via SPL public access, PCs or patron devices
- “Push” technology to inform patrons of library materials or programs in their areas of interest

Services and Programs for All Ages and Special Populations

- Pre-literacy skill-building through access to AWE stations with educational games and interactive stories
- Computers equipped as listening/viewing stations in the children’s, teen and adult areas
- Access to the internet in Spanish and a Spanish-language database for periodicals
- Adaptive equipment to support persons with disabilities using computers, including alternate mouse and keyboard, a touch-screen monitor, and a screen magnifier
- Literacy staff use of Literacy Pro software to track statistics on tutors and students

Learning Support – See also Meeting the Needs of K-12 Students below

- Distance-learning classes from Folsom Lake College through videoconferencing

Community Center

- Community Room for meetings and library programming that supports audiovisual presentations

Efficient Operations

- Efficient circulation of materials through single motion check-ins and self-check machines
- Portal for payment of fines, and automated mechanism purchase of photocopies and computer printouts

Meeting Needs and Extending Service through Appropriate Technology

Integration of Technology

One of the goals of the Sacramento Public Library is to use technology effectively to provide better customer service. Technology is a response tool for many of the library service needs identified in the CLNA. The key elements of Sacramento Public Library technology are:

- A sophisticated automation system that allows patrons to use the library independently
- A rich SPL website that provides access to the library’s online catalog, subscription electronic information databases, the internet, library information, circulation services, and links to reliable websites for children and teens
- Extensive and flexible technology infrastructure, including both data and electrical outlets at most seating areas and wireless capacity to provide for current and future needs
- A large number of multi-functional public-access computers

Technology is integrated into all of the service goals and many of the objectives for the Orangevale Library. The impact of technology is summarized below.

Goal 1: Expand General Library Services

Objective: Orangevale residents receive timely, accurate and friendly reference service to meet their informational needs.

Technology Enhancement: Reference service is enhanced through a content-rich collection of electronic-information databases and internet resources that reach beyond the walls and collection of the library. The *Metafind* service of Innovative Interfaces, Inc. will simplify research through a consolidated search of the online catalog, subscription databases and the internet. Online reference service is available 24/7. Orangevale reference librarians will not be tied to a desk as they will use wireless headphones. A mobile reference station with a portable computer or tablet computer will use wireless technology and allow staff to go where they are most needed.

Objective: Orangevale residents have an expanded library collection responsive to their needs and use the resources of the entire Sacramento Public Library.

Technology Enhancement: The SPL online catalog provides access to the 1.5 million volumes of the SPL system. Patrons may locate and reserve materials online and have them delivered to a convenient branch.

Goal 2: Enhanced Technology

Objective: Orangevale residents have ready access to multifunctional computers in the library

Technology Enhancement: Twenty (20) public-access computers will be provided throughout the library. At least one networked printer will be associated with each bank of computers. The computers will be multifunctional and so can be designated for a particular use according to demand. Three will be designated as “express” terminals (ADA-accessible, stand-up, adult nonfiction), located near the service desk and the library entrance for quick catalog or e-mail checking. Patrons can reserve computers electronically, and their time is monitored by patron PC-management software.

Objective: Community members will be able to connect with the library’s network using their own electronic devices

Technology Enhancement: Patrons can use their own electronic devices with network connectivity provided at the tables, carrels and each group of lounge seating. Wireless laptops can be used in the Community Room, providing an additional computer-training venue.

Objective: Patrons of all ages and skill levels improve their computer skills.

Objective: Patrons are empowered to use the Sacramento Public Library *e-Library*.

Technology Enhancement: SPL offers excellent online services through its website. Patrons can search the library's catalog, reserve titles, reserve a computer, do research using electronic information databases, renew materials, be linked to useful internet sites, retrieve information on library programs and services, be linked to appropriate websites for children or teens, view their own patron records, e-mail a reference question, make a service suggestion or recommendation for purchase, or be linked to the catalogs of other area libraries. This array of services is SPL's *e-Library*.

The marketing of library materials and services will be extended through "push" technology. Residents will be asked via new library card applications, the SPL Web page and through a variety of questionnaires if they would like to be kept informed about new materials, services and programs in their areas of interest. If so, ongoing communication with these patrons will be established via e-mail. Classes will be offered in e-resources.

Goal 3: Support Learning

Objective: Students and homeschooling families find the collections, computers, spaces and amenities they need.

Technology Enhancement: Homeschooling families will use public-access computers to access content-rich subscription databases and the internet as well as the Library online catalog to support their curriculum. Library classes will provide training in the use of the electronic resources.

Goal 4: Establish the Library as a Community Center and Gathering Place

Objective: Between the Library and the Orangevale Community Center, adequate meeting room space is provided for local community groups for meetings, programs and other activities.

Technology Enhancement: The primary meeting space in the new library will be equipped with a ceiling mounted audiovisual/data projector and a recessed, motorized screen for the presentation of a variety of programs.

Goal 5: Improve the Efficiency of Library Operations

Objective: A user-friendly and efficient library with a streamlined circulation function frees staff for enhanced customer service

Technology Enhancement: The circulation system uses equipment that allows materials to be returned and re-sensitized simultaneously, a process that will be further improved if the library moves to RFID technology in the future.

Objective: Orangevale residents find it easy to use the library independently.

Technology Enhancement: Patrons will be able to reserve items and pick up their reserved materials without staff mediation, check out materials easily and independently, pay fines, purchase photocopies or computer printouts, and reserve computer time online and up to seven days ahead of time. They will be able to find out about library materials, programs and services by registering for e-mail communication.

H. W. BRANDS AT THE SACRAMENTO BEE BOOK CLUB

"Reagan: The Life" focuses on Ronald Reagan's presidential years from 1981 through 1989.

EVENTS »

- Homework Zone @ Southgate**
Wed, May 27 at 4:00 PM
Drop-in homework help for school-age and high school students is available on Wednesdays...
- Preschool Storytime Break @ Belle Coolegge**
Thu, May 28 at All Day
Belle Coolegge Library will take a break from Preschool Storytime throughout May and the...
- Toddler Storytime Break @ Belle Coolegge**
Thu, May 28 at All Day
Belle Coolegge Library will take a break from Toddler Storytime throughout May and the...

more events »

EBOOKS »

TODAY'S BEE »

NEWS »

RECOMMENDED BOOKS »

NEW TITLES »



HOW DO I

- Reserve a computer
- Get a Library card
- Renew books, movies, music
- Volunteer
- Find events
- Connect to Wi-Fi
- Print using Wi-Fi
- Find eBooks and eAudiobooks
- Pay fines
- Access my account

- Color Me Beautiful**
Friends of the North Highlands-Antelope Library fundraiser with beauty consultant Nancy Matlin.
- June SAT Classes**
Free classes with Kaplan Test Prep can help you hit your target score.
- Friends book sale June 6**
The Book Den Warehouse is also holding a \$6 bag sale; members-only preview on June 5.
- Rio Linda Summer Reading Kickoff**
Enjoy a farm-themed event and sign up for our Read to the Rhythm Summer Reading Challenge.
- Summer of Scratch**
Tweens will create musical instruments using MIT's Scratch program, June 2 to July 28 at the Arden-Dimick Library.

more news »

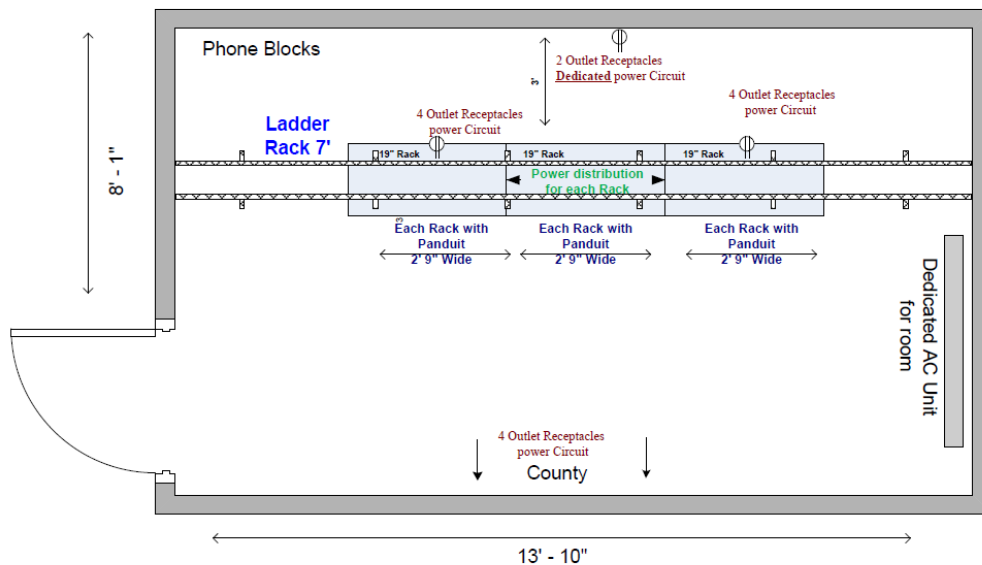
Sacramento Public Library Homepage

Telecommunications Room

The Telecommunications Room (also called the main point of entry or MPOE) will include:

- The library's telephone backboard
- Network system
- Paging control unit
- Intrusion alarm, access-control and fire-alarm equipment
- Telephone for troubleshooting

There will be a dry-pipe suppression system and 24-hour air conditioning to this room, either as part of the library's air conditioning system or a separate unit mounted high above the room. The minimum size for the telecommunications room is 10' x 10'. Details are depicted as follows:



- Cable Management for the 19" free standing racks – [Panduit Cable Management](#)
- 19" free standing Rack – [Chatsworth Products, Inc.](#)
- Power Outlet Receptacles center installed on the ladder Racks

Telephone System

SPL will install, maintain and support the telephone system, with service through a local provider. Associated with the telephone system will be an overhead paging system, with the page control unit in the telecommunications room.

Security System

The Orangevale Library will have an intrusion alarm system and will be on the Sacramento County Central Station, monitored remotely. A video surveillance system will be installed in the library. Ten (10) cameras will be used (4 located outside). The video surveillance system monitor will be located in the staff area. Specifications include an ip security camera-based system with both real-time and recorded video retrieval anywhere within the County.

The library will also have a complete access system based upon the County standard of Software House, with access cards. The system will be able to detect a forced entry and will record and store all entries, providing a means to review an event log.

Fire Alarm System

The fire alarm system will be a microprocessor-based, zoned fire-detection system, based upon the County standard of Silent Knight Equipment. The fire alarm control panel will have an integrated dialer that will report any events to the County's UL Central Station.

Additional Services to be provided at the Orangevale Library

In addition to the system-wide technology, there are technology services that are specific to the Orangevale Library. These include equipment and videoconferencing capacity.

Computers and Printers

The Orangevale Library will have 20 public-access technology workstations and a computer at each staff workstation. All will be multifunctional, able to access the Library's online catalog, subscription databases, Internet browsers, information about library services on the Library's Web site, and the word processing, spread sheet and data management applications of Microsoft Office. Computers will be in banks located near the service desk, the adult fiction and non-fiction collections, teen area, and children's area. Each computer will be an all-in-one PC for efficient use of space.

Library staff will be able to designate computers for a particular use according to community need through a password system. One use of this flexibility is the designation of three terminals as "express" terminals for quick use of the online catalog or checking e-mail. One express terminal also will be used for in-house reservation of computer time.

Each bank of computers will have a networked printer. Print management is centralized through Library print-management software so that patrons can print their jobs as needed and pick up their own printouts.

RFID Gate System

The Library will be equipped with RFID gates that will serve as the anti-theft part of the Library RFID Management System. All library items will have RFID tags embedded in them.

Automated Material Handling

The Library will be equipped with an Automated Material Handling (AMH) unit. An AMH improves patron service and relieves staff from heavy and time-consuming tasks by automating material-handling processes such as check-in of library materials, sorting and shelving. By automating these processes, library staff members are available to perform more patron service-oriented tasks.

APPENDIX A Current and Proposed Collections

	CURRENT					PROPOSED			
	Coll- ection	% Coll	Circ- ulation	% Circ	Turn- over	Coll- ection	% Coll	In- crease	% In- crease
ADULT COLLECTIONS									
		%		%			%		%
Best Sellers/New Books									
Face out	72	0				115	0.36	43	60
Regular Shelves	263	1.05	1,040	1.1	3.95	582	1.82	319	121
Fiction Total	5,012	19.96	15,411	16.33	3.07	5,235	16.36	223	4
Large Print	464	1.85	1,525	1.62	3.29	874	2.73	410	88
Non-Fiction & Bios	4,522	18.01	9,018	9.55	1.99	4,656	14.55	134	3
Languages	461	1.84	2,009	2.13	4.36	874	2.73	413	90
Audio-Visual									
Audio Books	1,061	4.23	6,695	7.09	6.31	1,456	4.55	395	37
CD – Music	479	1.91	2,007	2.13	4.19	640	2	161	34
DVD	1,042	4.15	12,354	13.09	11.86	1,600	5	558	54
Audio-Visual Total	2,582	10.28	21,056	22.31	8.15	4,365	13.64	1,783	69
Reference	70	0.28	10	0.01	0.14	58	0.18	-	-
Miscellaneous	116	0.46	62	0.07	0.53	115	0.36	-	-
Adult Totals	13,562	54.02	50,131	53.11	3.7	16,640	52	3,078	23
CHILDREN'S COLLECTIONS									
J Fiction Easy	2,538	10.11	9,624	10.2	3.79	3,635	11.36	1,097	43
J Fiction	2,574	10.25	15,628	16.56	6.07	3,491	10.91	917	36
J Non-Fiction & Bios	3,457	13.77	7,546	7.99	2.18	4,074	12.73	617	18
J Languages	194	0.77	396	0.42	2.04	291	0.91	97	50
Audio-Visual									
Audio Books	254	1.01	729	0.77	2.87	349	1.09	95	37
CD – Music	162	0.65	286	0.3	1.77	176	0.55	14	9
DVD	450	1.79	3,536	3.75	7.86	698	2.18	248	55
Media Kits	0	0	0	0	0	58	0.18	58	-
Talking Books	48	0.19	171	0.18	3.56	93	0.29	45	94
Audio-Visual Total	914	3.64	4,722	5	5.17	1,373	4.29	459	50
Miscellaneous	49	0.2	110	0.12	2.24	58	0.18	9	18
Children's Totals	9,726	38.74	38,026	40.28	3.91	12,480	39	2,754	28
TEEN COLLECTIONS									
Teen Non-Fiction	244	0.97	416	0.44	1.7	291	0.91	47	19
Teen Fiction	1,374	5.47	5,058	5.36	3.68	1,744	5.45	370	27
Audio-Visual									
Audio Books	108	0.43	362	0.38	3.35	176	0.55	68	63
CD – Music	91	0.36	407	0.43	4.47	176	0.55	10	9
DVD	0	0	0	0	0	144	0.45	144	-
Audio-Visual Total	199	0.79	769	0.82	3.86	496	1.55	297	149
Teen Totals	1,817	7.24	6,243	6.61	3.44	2,880	9	1,063	59
TOTAL BOOKS & AV	25,105	100	94,400	100	3.76	32,000	100	6,895	27
PRINT PERIODICALS									
Adult Newspapers	2		0		0	5			
Adult Magazines	26					40			
Teen Magazines	4					10			
Children's Magazines	9					15			