

ONTARIO CITY LIBRARY BOARD OF TRUSTEES AGENDA



CITY COUNCIL CHAMBERS
303 E. B STREET • ONTARIO, CA 91764
November 9, 2021 • 6 PM

CALL TO ORDER

6:00 PM

PLEDGE OF ALLEGIANCE

ROLL CALL

Bumstead Lanthripe Lawliss Mena Ricci

INTRODUCTIONS

MINUTES

MOTION TO APPROVE MINUTES FOR October 12, 2021 /

Bumstead Lanthripe Lawliss Mena Ricci

PUBLIC COMMENTS

6:30 PM

The Public Comment portion of the Library Board meeting is limited to 15 minutes total, with each speaker allowed a maximum of 3 minutes. Additional speakers are allowed 3 minutes each at the end of the meeting. Prior to consideration of each old or new business agenda item, a speaker will be allowed a maximum of 3 minutes to comment on that specific item. Under provisions of the Brown Act, the Library Board is prohibited from taking action on oral requests.

CITY COUNCIL REPRESENTATIVE

CONSENT CALENDAR

MOTION TO APPROVE CONSENT CALENDAR FOR October, 2021 /

Bumstead Lanthripe Lawliss Mena Ricci

DIRECTOR'S REPORT

STAFF REPORT

1. Community Life and Culture: Continuum of Care Services (Natalie Komuro)
2. Lightspeed @ Lewis: (Danielle Sanchez)
3. Support Services: (Tonja Serrano and Kelly Zackmann)

OLD BUSINESS

NEW BUSINESS

BOARD COMMENTS

As a reminder, please make sure board comments pertain to the library and library business.

Bumstead Lanthripe Lawliss Mena Ricci

FUTURE AGENDA ITEMS

1. Naming Policy
2. Code of Conduct Policy review & update
3. Library Expulsion review and update
4. Display Policy

ADJOURNMENT

THE ONTARIO CITY LIBRARY BOARD OF TRUSTEES
REGULAR MEETING MINUTES
CITY COUNCIL CHAMBERS, CITY HALL
303 E B STREET
October 12, 2021
(Subject to Board approval)

CALL TO ORDER This meeting was called to order by Board President Nancy Bumstead at 6:00 p.m.

PLEDGE OF ALLEGIANCE Led by Crisol Mena, Board Vice President

MEMBERS PRESENT Board Members Nancy Bumstead, Lanthripe, Mena and Ricci were present.

MEMBERS ABSENT Library Board Member Lawliss was absent.

ALSO PRESENT City Manager Scott Ochoa, Executive Director, Community Life and Culture Helen McAlary, Library Director Shawn Thrasher and Library Services Manager Kelly Zackmann

INTRODUCTIONS
No introductions.

MINUTES

Motion: Moved by Ricci, seconded by Mena and unanimously carried to approve the September 14, 2021 minutes.

PUBLIC COMMENTS

Public commenter Val Carick mentioned at the City Council meeting recently that it would be a good idea to name the children's area of the Ovitt Family Community Library after author Beverly Cleary. She found out that there are plans to make this happen but that the Community Life and Culture agency is working on a having a festival to celebrate the name change. Carick shared ideas that might work for this event and here are some of her ideas: home tours, vintage car shows, Chaffey High School's show band can perform period music on the bandstand, a soap box derby race, a cake baking contest, a calk walk, people can show dancers from that time period and a costume contest.

CITY COUNCIL REPRESENTATIVE

City Council Representative Debra Dorst-Porada was present. Dorst-Porada has an idea on how the library's mascot can be used to promote an event that she and Council Member Wapner are working on. This event will include Mt. San Antonio College, Chaffey College and San Bernardino Community College and will be promoting aviation as a career. They are looking into creating brochures that show the different aviation-based classes offered at each college and

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they are also working with Ontario Promise Scholars. Dorst-Porada mentioned that the shortage of pilots and aviation positions is severe, and that we need to get out into the community and promote these colleges and the classes that they offer. Dorst-Porada also reminded the group that Promise Scholars gives two years of tuition free for high school seniors to local community colleges and she is hopeful that the library's mascot Charlie can help promote this event.

CONSENT CALENDAR

Monthly Statistical Report for September 14, 2021

Motion: Moved by Ricci, seconded by Lanthripe, and unanimously carried to approve the Consent Calendar for September 14, 2021.

DIRECTOR'S REPORT

Library Director Shawn Thrasher honored former Board Member and former Board President Daisy Macias. Thrasher mentioned that she was with us for a little under 2 years and her impact was strong and real. She is taking her skill set to the Recreation Commission. Thrasher also made her an honorary librarian and presented her with a plaque. Thrasher also mentioned that he put out new handbooks that they requested at their seats.

STAFF REPORT

Little Learners, Big Futures (Daisy Flores for Sofia Araya)

Daisy Flores, Library Services Manager, narrated a PowerPoint presentation on Little Learners, Big Futures.

A copy of this presentation is available upon request from the Library Director.

Bumstead loves this program and was so excited when we received the original grant. Bumstead asked if the 270 total participants were from March 2021 in which Flores said yes. Ricci asked how we can make this number grow and asked how we are promoting it. Flores said that we are promoting this program with fliers and with a social media campaign as well as paid advertisement. Flores also mentioned that March 2021 was our soft launch and that Fall 2021 was when we truly started promoting with the help of our social media and marketing team. Mena asked if we have partnered with the county Head Start program and Flores said that we

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do have contacts with several preschool Head Start programs as well as other preschool services that are not county orientated. Flores said that we both share each other's resources and services. Mena also asked if the Little Learner Academy is offered in person programming now in which Flores responded yes, it is now in person. Mena also asked if we have anything for children who have been diagnosed under the spectrum and if we have anything that tailors to their needs. Flores said that it would depend on the specific individual and that we do offer accommodations as applicable according to the individual. Lanthripe asked what type of programs are being planned for Spring 2022. Ochoa said that we are currently doing our Little Learners Community Conversations to see exactly what programs and services our community wants and needs. Flores asked the board to let them know if there was anything that they would like to see.

Patron Services Overview and Update (Steven Arechiga)

Youth Services Supervisor, Briana Ochoa narrated a PowerPoint presentation on Ontario On the Go.

A copy of this presentation is available upon request from the Library Director.

Bumstead stated that she has wanted a mobile library for a long time and that we have a lot of parts in our city that needed ways to be more active with our library. Ricci asked if children need a library card and if so, do we issue them on site in which Ochoa said yes, we can issue them on site. Ricci asked how long the grant was for in which Ochoa said one goes through March 2022 and another goes through June 2022. Mena thinks this is a great program and with funding coming into play with the pandemic some schools may be losing their librarians, and this is a good way to have children get books in their hands. Mena then asked if the operations intern would be the one driving park to park or will they stay at the library to do administrative tasks. Ochoa said that we are going through the hiring process right now and once they hired, they will help drive the vehicle along with another library staff member. Mena asked if we had to reapply again for these grants and if not, how will we get funding if it is successful. Thrasher said that we would find funding and that we will continue to maintain the vehicle. The library would fund staff as needed as well as continue funding the books and materials. Ricci asked if we have audiobooks available on the vehicle and Ochoa said that we will rotate our collection which will include audiobooks. Lanthripe asked about the maker supplies and if they will be in the vehicle each time it shows up to the different parks. Ochoa said that we share supplies with the recreation team, and we have enough supplies to rotate out, so they stay fresh each week.

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OLD BUSINESS

No old business.

NEW BUSINESS

No new business.

BOARD COMMENTS

Ricci thanked staff for the presentation and gave kudos to Ontario On the Go. Lanthripe said that even though she was familiar with the Little Learner program these presentations gave her some new information and she was excited to share with her child and friends. Bumstead asked if the “book nooks” would be created in place of the “little free libraries”? Flores said that due to the pandemic we were unable to do “book nooks” but that we are still exploring options because these would fit in with the Facilities Masterplan in terms of satellite libraries. Thrasher mentioned that when the pandemic hit, we were able to change the grant since the “book nooks” would no longer be a possibility. We were able to adjust the grant several times to spend the money on other things. Mena thanked Ochoa and Flores for their presentations and is excited to see Ontario On the Go and our early learning literacy program.

FUTURE AGENDA ITEMS

1. Naming Policy
2. Code of Conduct Policy review and update
3. Library Expulsion review and update
4. Display Policy

ADJOURNMENT

Board member Bumstead adjourned the meeting at 6:34 p.m.

Respectively Submitted

Rachelle Lopez, Librarian and Circulation Supervisor

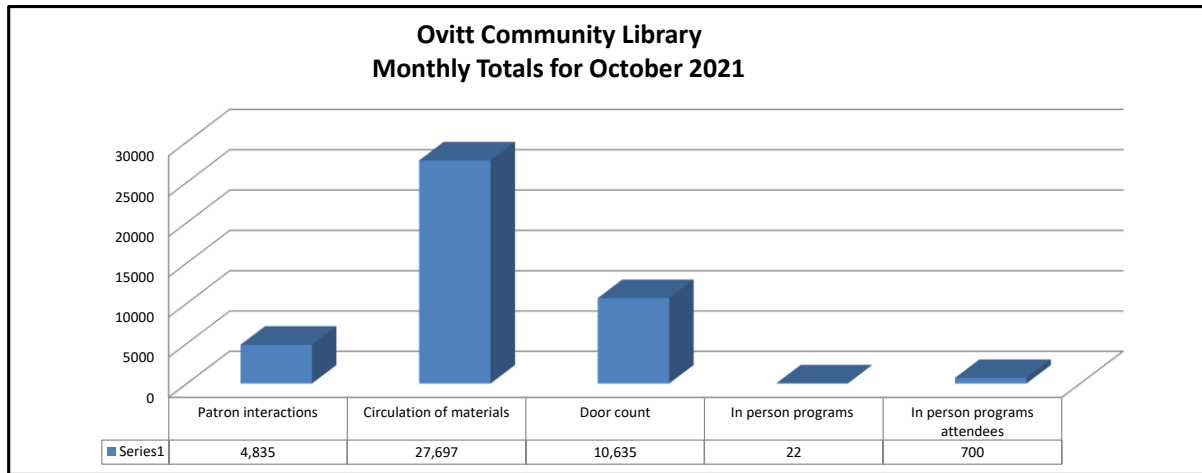
APPROVED:

THE ONTARIO CITY LIBRARY BOARD OF TRUSTEES
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Nancy Bumstead, Board President

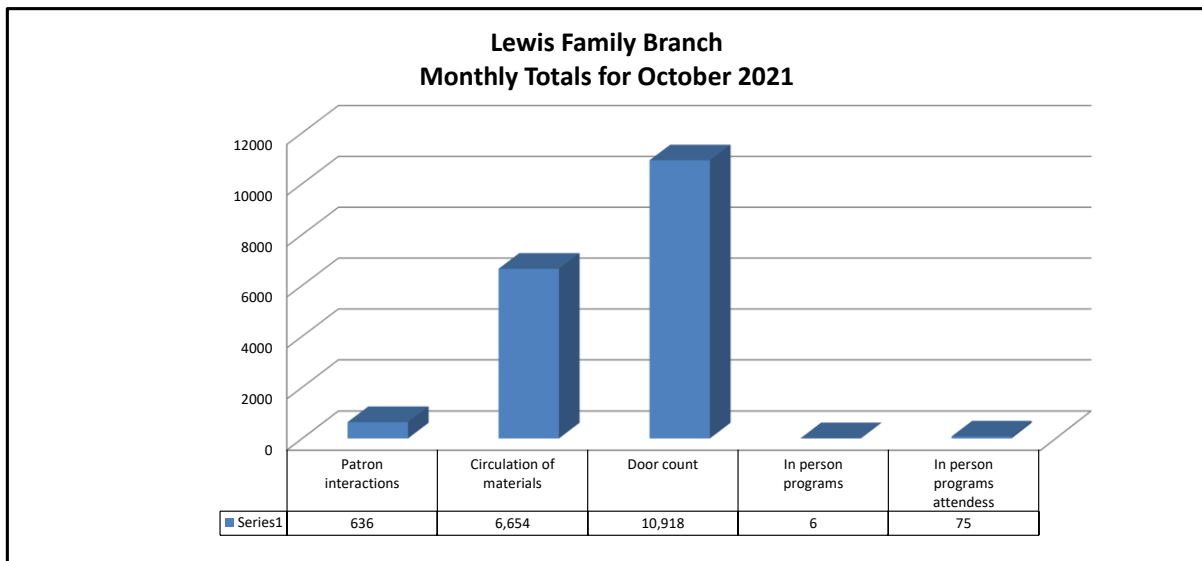
**City of Ontario Ovitt Community Library
Total Statistics for the Month of October 2021 during COVID**

Site	Patron interactions	Circulation of materials	Door count	In person programs	In person programs attendees
Ovitt	4,835	27,697	10,635	22	700



**City of Ontario Lewis Family Branch
Total Statistics for the Month of October 2021 during COVID**

Site	Patron interactions	Circulation of materials	Door count	In person programs	In person programs attendees
Lewis	636	6,654	10,918	6	75





CITY OF ONTARIO COMMUNITY LIFE & CULTURE

Agenda Report
November 9, 2021

SECTION: STAFF REPORT

Department: Library
Prepared By: Natalie Komuro
Staff Member Presenting:
Natalie Komuro
Approved By:

Action: Choose an item.

SUBJECT

Overview of the City of Ontario Continuum of Care.

AGENDA REPORT SUMMARY

In 2020, the City of Ontario restructured, which included adding a new Continuum of Care Manager position in the Community Life & Culture Agency. While multiple departments interact with homeless individuals daily, this position was envisioned to be the central point for organizing information, resources, and assistance related to homelessness in the city. The Housing Department, which previously managed all homeless programs, continues to handle planning and administrative responsibilities related to housing properties and subsidy programs.

Between 2015 and 2020, point-in-time homelessness in Ontario has ranged from just over 90 people to nearly 150 people on a single night, with the majority living outdoors. While the public typically sees chronically homeless people, the largest number of people who experience homelessness during the course of a year tend to be children in families and adults who are working or recently unemployed.

The reasons families and individuals cannot afford rent range from job loss due to layoff, chronic illness, or loss of income due to divorce or loss of a spouse or partner. Once housing is lost, renting a new home becomes increasingly difficult. The National Low Income Housing Coalition “Out of Reach” report released in 2021, named California as the highest cost housing market, and within that \$1,390 for a 2-bedroom apartment in Riverside and San Bernardino Counties. Within months of the report’s release, searches for housing in Ontario have not found any 2-bedroom units in the city for less than \$1,600 per month. As rents in Ontario continue to rise at unprecedented rates, and vacancy rates remain low, low-income families remain vulnerable to loss of housing and face significant barriers to renting a new home. *Additional information from the Point-in-Time Count can be found in Appendix A at the end of this report.*

The 2021 Ontario Resident Satisfaction Survey ranked homelessness among the top five most important issues. In addition to the ongoing requests from families and individuals seeking help, resident calls to the city regarding the behavior of homeless individuals in public spaces, businesses, and vacant private property have required an organized response from City departments.

These persistent trends underscore the need to revisit the City’s approach to homelessness.

In 2005, the City adopted a two-phase plan to expand homeless services and this resulted in the establishment of an Access Center, a transitional housing program called Assisi House, and the acquisition of 76 units of permanent housing. The City contracted with the nonprofit organization Mercy House to operate the programs, which it continues to do today. Collectively, these programs serve over 1,000 people on average per year.

The 2020 Coronavirus pandemic resulted in increased federal funding for homeless programs, which the City has used to provide motel stays for homeless individuals and families who are applying for housing assistance. The funding also has allowed the city to expand operating hours at the Access Center and increase street outreach hours. The Access Center currently is open Monday –

Friday for 8 hours per day, and 4 hours on Saturdays. It is closed on the last Friday of the month for staff in-service and administrative work.

Historically, the City has funded homeless services and housing with HUD entitlement grants and, in an innovative, award-winning approach, using net proceeds from City-owned rental housing. The FY2021-22 City budget includes funding to enhance outreach, most notably by adding a wheelchair-accessible van so that Mercy House outreach staff can transport clients to essential appointments and motels, sparing the Police Department that latter responsibility. Additionally reviewing and updating the City's approach to homelessness has opened the city to additional funding opportunities via the County and State.

From an operational standpoint, San Bernardino County plays an important role in supporting Ontario Continuum of Care activities. Three County Department of Behavioral Health social workers are stationed at the Ontario Police Department to assist with calls involving people with mental illness. The County's interdisciplinary outreach team, InnROADs (Innovative Remote Onsite Assistance Delivery), meets regularly with Ontario and Mercy House staff to consult on services provided to chronically homeless adults in the city. Their team includes a San Bernardino County Sheriff Deputy, Public Health staff, a Peer and Family Advocate, an Alcohol and Drug Counselor, Public Health Nurse, and Social Service practitioner from Aging and Adult Services.

Of what may be of particular interest to the Library Board of Trustees, the Continuum of Care has been funded for a new social worker position in 2022. Recruitment is imminent and this staff person will have regular hours at the Ovitt Family Library to connect with patrons in need of human services assistance. This position will complement the services offered by JVS for veterans, and the County's full-time workforce development specialist at Ovitt Library to assist Ontario residents, including homeless individuals, with finding employment.

In the interest of building community resiliency and reducing new homelessness, the Continuum of Care also partners with Library staff to develop educational programming. In January 2020, the Library hosted a webinar regarding tenant protections during COVID-19. The webinar featured a review of the law and assistance available through the City's Housing Department.

In the coming months the Continuum of Care, assistance from intern Anne Lawliss, will be planning for January 27, 2022, homeless point-in-time count. This

November 9, 2021

includes recruiting volunteers to assist with the count. We welcome your participation!

Appendix A

Ontario Homeless Point in Time Count 2015-2020

	2015	2016	2017	2018	2019	2020
Sheltered	51	44	24	8	5	14
Transitional	21	24	8	26	29	14
Unsheltered	74	65	59	56	94	74
Total	146	133	91	90	128	102

The annual homeless point in time count is conducted annually, at the end of January, under the guidance of the County of San Bernardino. The count enumerates people who are literally homeless, as defined by the U.S. Department of Housing and Urban Development. This includes people living in transitional and emergency shelters, as well as people found on the streets during the early morning or late evening hours.

2020 Demographic Information

Gathering demographic information depends on the person's willingness to complete the Point-in-Time Count survey. Of 74 unsheltered persons, volunteers administered 54 surveys in 2020.

Gender: The demographic information shows a very high ratio of men (45) to women (9). There were no transgender or gender non-conforming persons indicated.

Newly homeless: Of the 54 surveyed, 14 (26%) became homeless for the first time in the last 12 months.

Chronically Homeless: Twenty-six (26) were chronically homeless, meaning they had a disability and were either continuously homeless a year or longer, or were homeless at least 4 times in the last three years.

Veterans: Three (3) reported they were a veteran of the U.S. armed forces.

Disabilities that limit the ability to live independently: 13 (24.1%) stated they had a physical disability, 10 (18.5%) mental health disability, and 16 (29.6%) disclosed a substance abuse problem that limits their ability to live independently.

Released from correctional institutions: 18 (33.3%) were released from jail or prison in the last year.

Income: 34 (63%) reported having no income.

50% of those counted identified as Hispanic or Latino, which is well below the citywide share of the population (70%). Charts B and C, the following page, show the distribution

of this group of unsheltered persons by age and race. (Consistent with Census Bureau practice, race and ethnicity are reported separately.)

Chart B

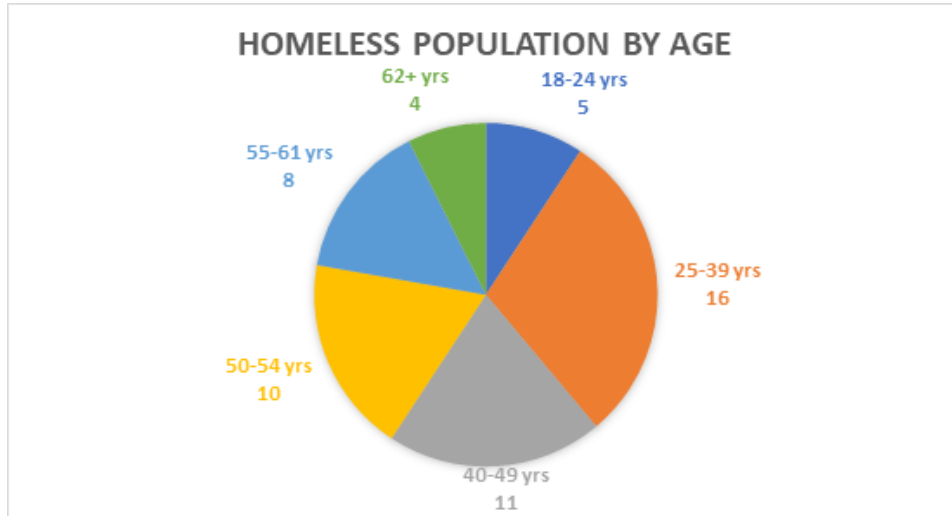
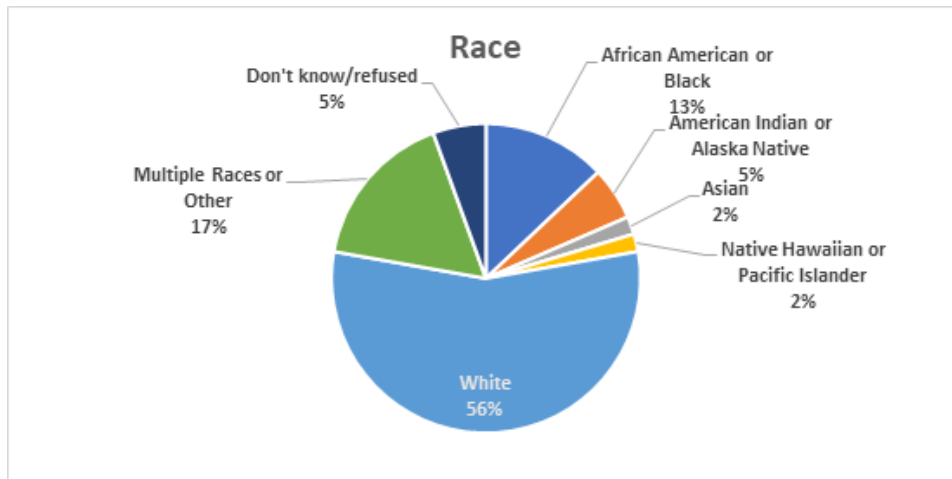


Chart C



Child and Youth Homelessness

Public schools in the City of Ontario belong to one of five different school districts. The majority of elementary and middle schools are in Ontario-Montclair School District, followed by Chaffey Joint Unified. Mountain View, Chino Valley and Cucamonga Districts each have one to four of their schools in the City of Ontario. The McKinney Vento Homeless Education Act requires all public schools to serve homeless students and provide data on students who lack a fixed,

regular, and adequate night-time residence. This definition of homelessness is broader than that used by the Point-in-Time Count, which is done for the U.S. Department of Housing and Urban Development.

The most recently publicized School Accountability Report Card (SARC) includes the percentage of homeless students during the academic year. The tallies below represent the most recent report posted by each school. Twenty-three schools filed 2018-19 reports and five posted 2019-20 academic year results. Five schools reported no demographic data, including that for homeless students. Applying the percentage homeless to the total number of students gave the following counts (following page):

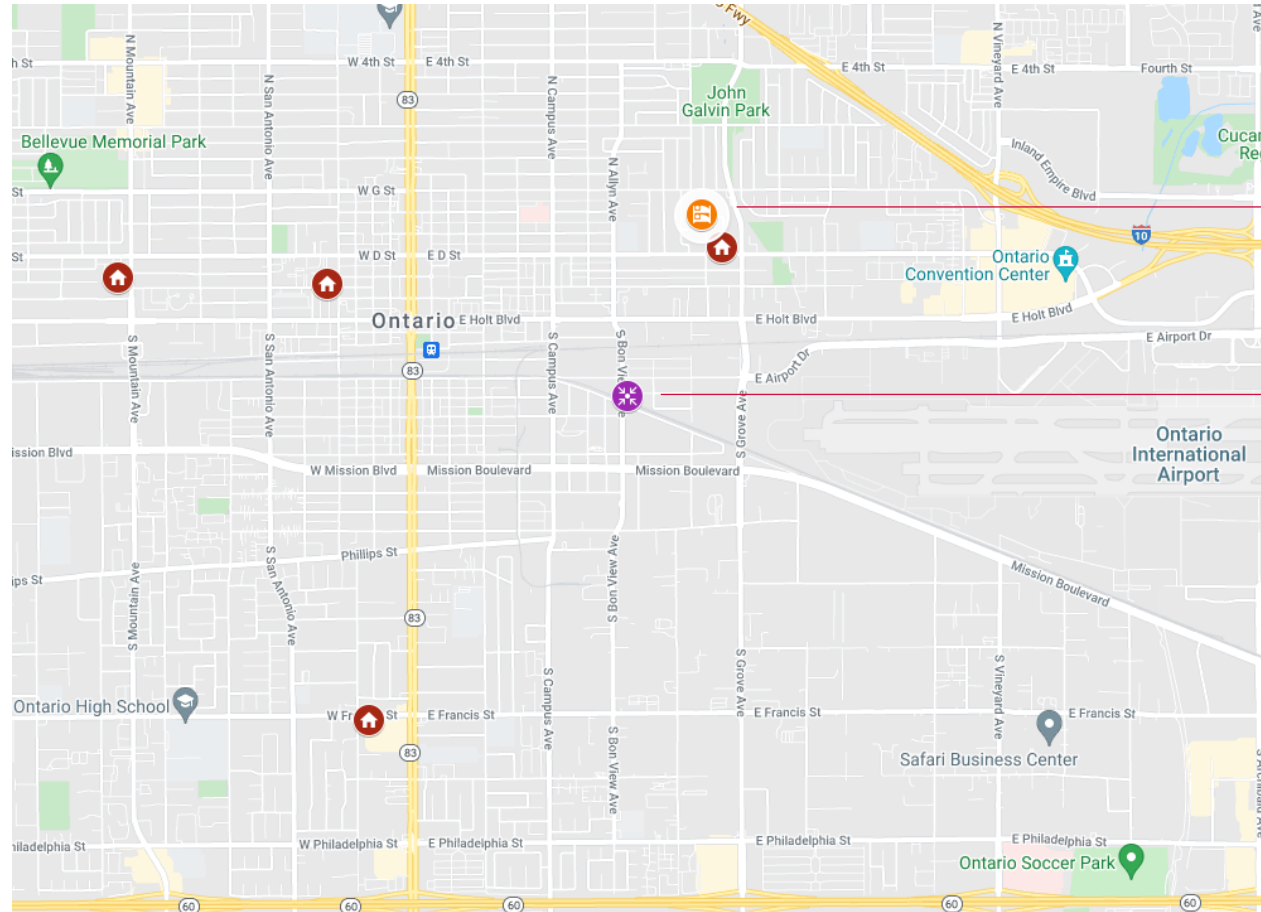
**Annual Count of Homeless Students
in Ontario Public Schools
from most recent reports between 2018 - 2020**

Elementary Schools	1,124
Middle Schools	217
High Schools	462
Grand Total	1,802

Ontario Continuum of Care

Presentation to the Ontario Library Board of Trustees

Continuum of Care Now



Assisi House

Access Center
○ Street Outreach
○ Motel Voucher Program



76 Units
Permanent Housing



2021 Ontario Resident Satisfaction Survey

Top 3 Services Ranked by Satisfaction:

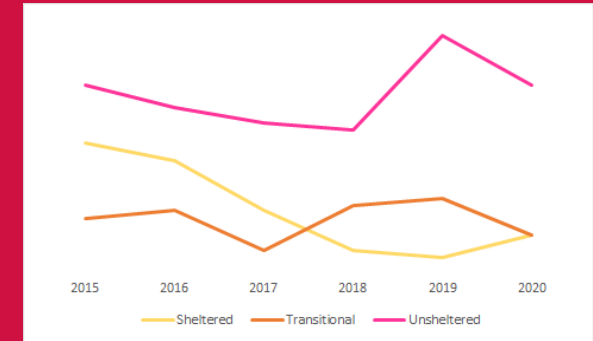
- 1 911 Emergency Response (Police & Fire)
- 2 Library Services
- 3 Landscaping on Streets & Public Spaces

Bottom 3 Services Ranked by Satisfaction:

- 1 Addressing Homelessness
- 2 Enforcement of Poorly Maintained Housing & Buildings
- 3 Local Road Maintenance



Ontario Homeless Point in Time Counts 2015-2020



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Sheltered	51	44	24	8	5	14
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SAVE THE DATE

January 27, 2022

Annual Homeless Point in Time Count

Details to Come

OntarioCA.gov/ContinuumCare





CITY OF ONTARIO COMMUNITY LIFE & CULTURE

Agenda Report
November 9, 2021

SECTION: STAFF REPORT

Department: Lewis Family Branch
Prepared By: Lewis Staff
Staff Member Presenting:
Danielle Sanchez
Approved By:

Action: Choose an item.

SUBJECT

Overview of Lightspeed makerspace at the Lewis Branch location.

AGENDA REPORT SUMMARY

Lightspeed is a makerspace where library patrons can use computers, software, and other design technology to make, create, design, and learn. To use the makerspace, patrons must obtain a Lightspeed card which replaces the patron's library card and doubles as both access to Lightspeed and access to library materials.

The Lewis Family Branch opened a Lightspeed makerspace in August 2019. Since opening Lightspeed staff have assisted 225 "makers" and held 21 programs despite the pandemic.

The Lewis Family Branch has a dedicated space for all its Lightspeed equipment and supplies. The space is located behind the Information Desk and next to the Friends of

the Ontario City Library area. A large colorful sign marketing the Lightspeed space is placed on a shelf above the Lightspeed display case that houses a variety of objects made in Lightspeed.

Lightspeed at Lewis has two 3D Printers. Patrons can learn how to use learn use Ultimaker software (free online software) to create their 3D print designs. They can then bring their design in for printing.

The Carvey CNC Milling Machine uses Easel by Inventables (free online software) that translates a visual design into a cutting file code. Makers can create and cut a variety of wood and acrylic projects. Users may create files at home bring them to Lightspeed.

A Cricut is an electronic cutting machine that can cut various types of designs from materials such as paper, vinyl, card stock, and iron-on transfers. The Cricut Cutting Machine uses Cricut Design (free online software) for all design needs. The most popular use by makers at Lewis is the creation of vinyl stickers and heat transfer vinyl designs.

Coding is taught using a variety of robotics and tech options which include: Ozobots, Dash, Harry Potter Coding Wand, and Quebetto. The younger Little Learners do best with Quebetto. Dash is fun for the older Little Learners. Ozobots and Harry Potter wands are best for elementary-age children, but teens also enjoy using these coding devices.

Lightspeed has Virtual Reality (VR) and Augmented Reality (AR) headsets. Headsets place the user in a computer-generated world. Virtual Reality is a complete immersion experience that shuts out the physical world. AR combines the physical world with computer-generated virtual elements.

Lightspeed is marketed using social media, *Ontario Living Magazine*, YouTube, the library website, iCell, self-checkout, outreach, and through flyers and posters. The Lightspeed website page can be found at www.ontarioca.gov/lightspeed. The YouTube videos can be found on the City's YouTube channel at

<https://www.youtube.com/channel/UCAO1NFL38mum5tYYaWkNs2w>.

Prior to the pandemic, Lightspeed at Lewis offered class tours to teachers and their students at Colony High School. Library staff had several successful class tours. Lewis will resume these tours in the near future. Library staff also provide Colony High School with library card and Lightspeed card applications for their yearly freshman orientation packets.

A few of the library's Lightspeed programs from the past include Virtual Reality, coding with Ozobots, and creating vinyl stickers with Cricut. A more recent Lightspeed program was a wood welcome sign created with the Carvey. Participants learned how to use the Easel software and watched as the wood was being carved to make the sign. Future Lightspeed programming planned for the winter edition of *Ontario Living Magazine* will include: a Carvey cut seahorse jigsaw puzzle, 3D printed snowflakes, and

a Cricut vinyl wall decal that staff will help users create. Lightspeed staff will assist users to design a decal of their choosing from the designs available in Cricut Design software.

Lightspeed kits are available for checkout from Lewis's "Library of Things." The kits all include a Lightspeed item and a book. Each kit has an attached itemized list of what is included in the kit and the cost of each item. This way if something is lost, the user does not have to pay for the entire kit, only the cost to replace the lost or damaged item(s). Kits available to check out are the Solar Robot Kit, the Base Kit 2, the Cue Robot Kit, and the Cricut Joy Kit.

Currently, Lightspeed staff includes one full-time librarian and three part-time library assistants who are available to help patrons during scheduled one-hour visits. On some Saturdays, the library also has a Lightspeed volunteer who is also trained to assist Lightspeed users.

Lightspeed at Lewis Family Branch

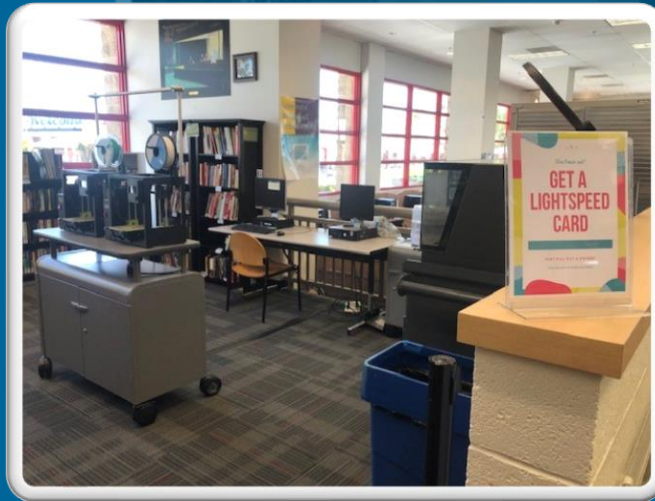
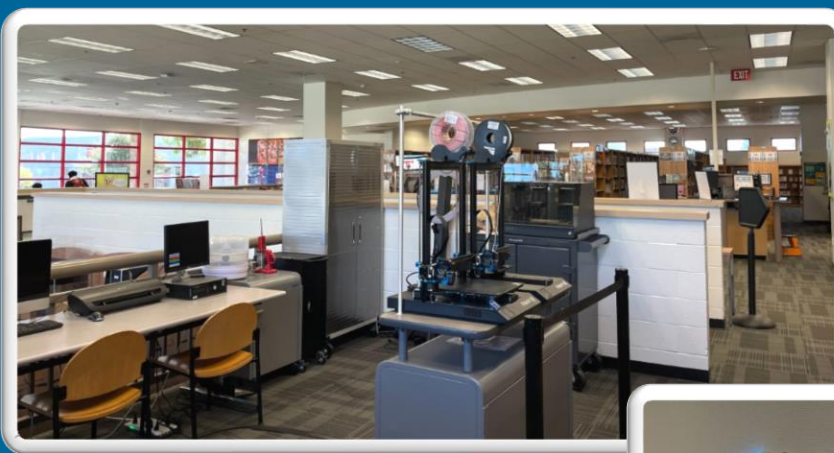
Presented By:

Danielle Sanchez, Teen Librarian

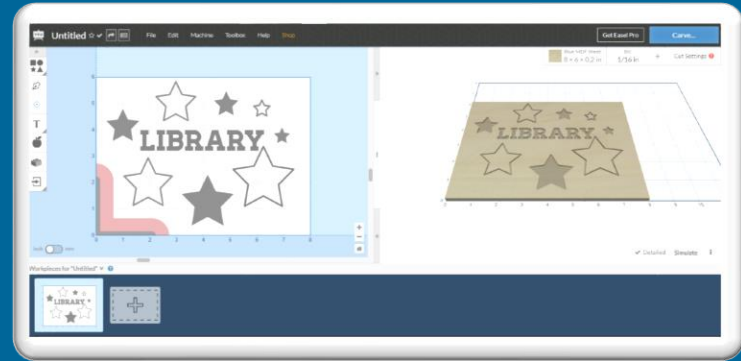
November 9, 2021



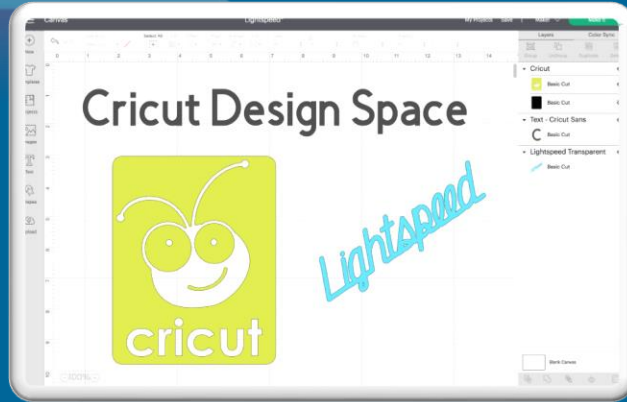
Lewis Family Branch Lightspeed



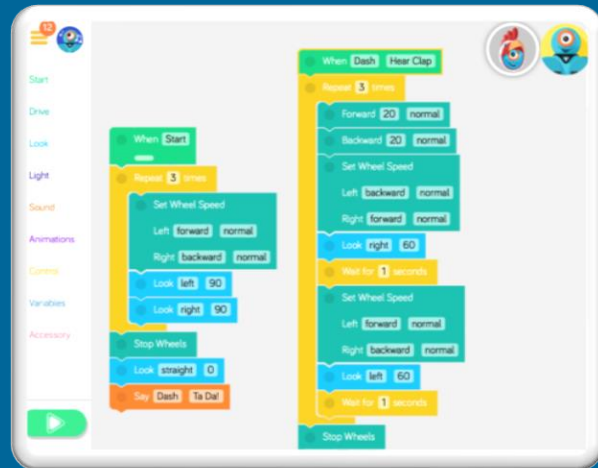
Carvey CNC Milling



Cricut Cutter



Coding



Virtual & Augmented Reality



Lightspeed Website

DEPARTMENTS > COMMUNITY LIFE & CULTURE > LIBRARY > LIGHTSPEED

LIBRARY

- [Library Material Search](#)
- [Library Services](#)
- Lightspeed**
- [Little Learners, Big Futures](#)
- [Online Resources](#)
- [Programs & Events](#)
- [Requesting Additional Books](#)
- [Veterans Resource Center](#)
- [Facilities Master Plan](#)

UPCOMING EVENTS

- 02 NOV** Ontario City Council Meeting
Every 1st and 2nd Tuesday of each month at 6:30 PM.
[Booklet for more information...](#)
- 03 NOV** Baby Story N' Play
Spend quality time with your little learner in this specially designed space with...
- 03 NOV** Pottery the Otter's Market Adventure
Join Pottery the Otter and Sam as they journey through the market and learn about...
- 04 NOV** Little Learner Academy: Preschoolers
Start school strong by joining other children during this story time full of fun...

[SEE ALL EVENTS](#)

Lightspeed

Lightspeed

Lightspeed, the Ontario City Library's community makerspace, is proud to offer two locations to serve your needs. Lightspeed is available at both the Ovitt Family Community Library and the Lewis Family Branch. Both locations provide dedicated equipment and software to create digital media projects, 3D prints, laser cutting and etching, CNC carving, sewing crafts, robotics, electronics and virtual reality.

Lightspeed provides free access to high tech equipment and knowledgeable staff. Lightspeed can be used by adult customers and high school students. Youth who are not in high school can use Lightspeed with a parent or guardian present. Ontario City Library card is required.

- [How to Visit](#)
- [Video tutorials & instructions for Lightspeed equipment](#)
- [3D Printing](#)
- [Textiles](#)
- [Laser Cutter/Engraver](#)
- [Electronics and Circuits](#)
- [Coding](#)
- [Graphic Design](#)
- [Software](#)
- [Lightspeed Equipment list](#)

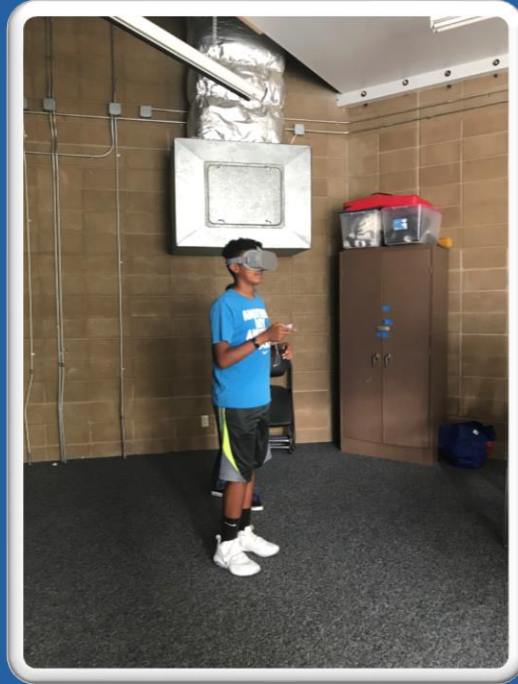
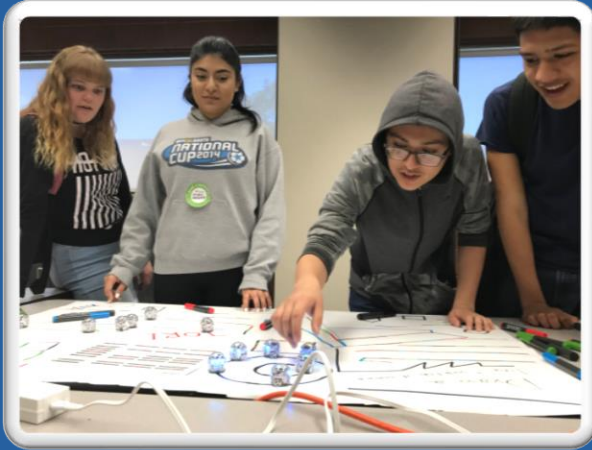
Social Media Posts



YouTube



Lightspeed & COHS



Previous Lightspeed Programs



Virtual Reality



Cricut



Ozobots

Recent Lightspeed Program



Winter 2021 OLM Lightspeed @ Lewis Programs



Carvey Jigsaw Puzzle

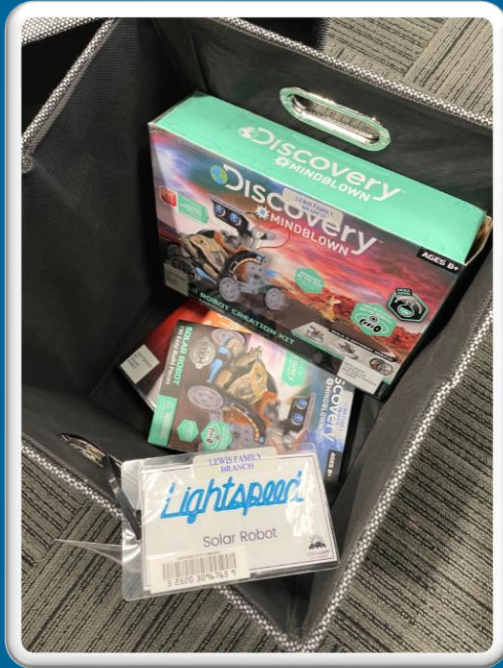


3D Printed Snowflakes



Cricut Wall Decal

Lightspeed Kits



Solar Robot



Base Kit 2



Cue Robot

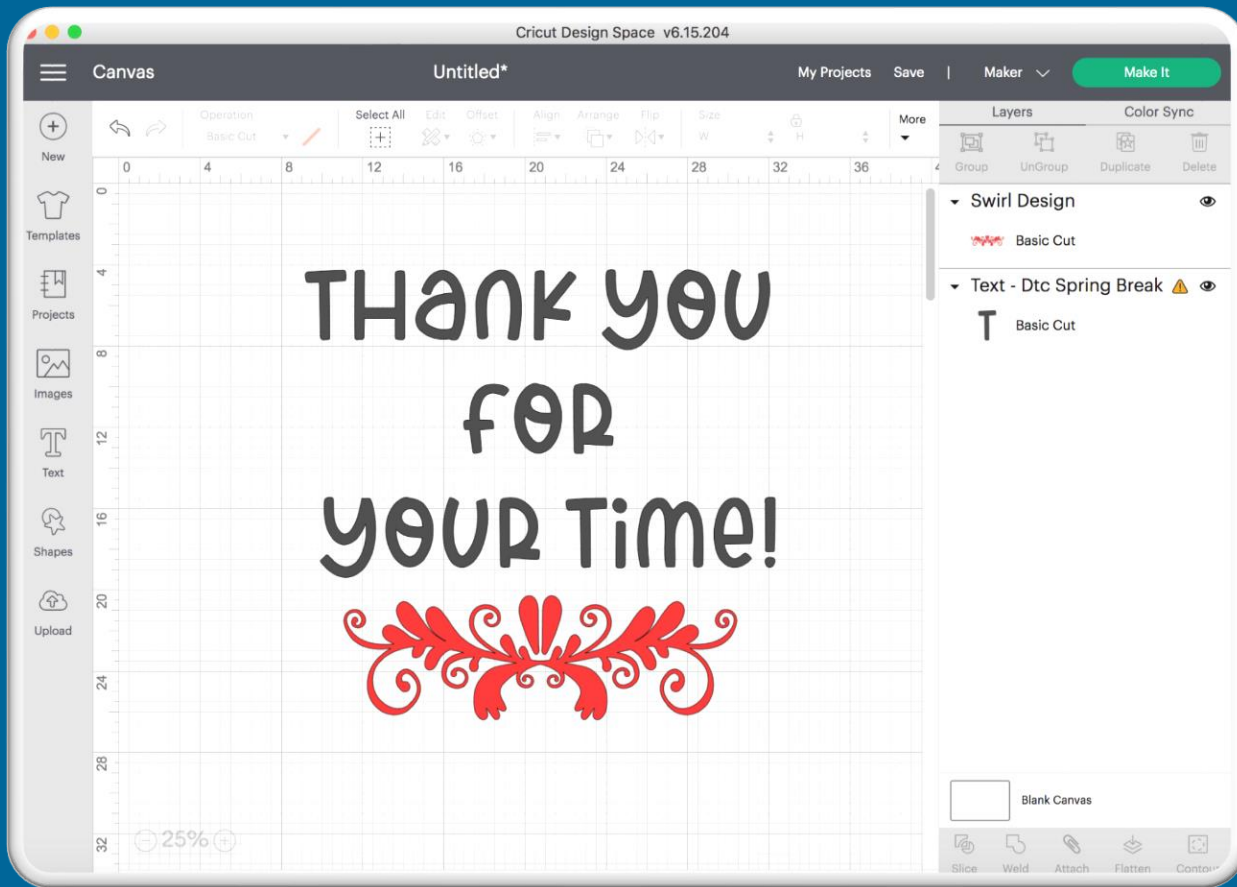
Lightspeed



Cricut Joy



Vinyl stickers being cut





CITY OF ONTARIO COMMUNITY LIFE & CULTURE

Agenda Report
November 9, 2021

SECTION: Click or tap here to enter text.

Department: Ontario City Library
Prepared By: Tonja Serrano and Kelly
Zackmann
Staff Member Presenting:
Tonja Serrano and Kelly Zackmann
Approved By:

Action: Choose an item.

SUBJECT

Overview of Support Services at Ontario City Library

AGENDA REPORT SUMMARY

Support Services is the unit at the Ontario City Library that is responsible for cataloging library materials. Cataloging is at the heart of all libraries. Cataloging ensures that materials and information can be found by the public. There are three primary aspects to the art of cataloging: Acquisitions, the actual process of cataloging, and processing. In this presentation, we will describe what these aspects encompass and why they are important. We will also review other tasks of the Support Services unit and introduce its staff.

Acquisitions:

Acquisitions is a library word that is used to define how libraries obtain materials. In most cases, the library purchases materials from vendors. The vendor that the Ontario City Library uses for most of its purchases is Baker & Taylor, a company that caters to libraries and understands their needs. There are times when we cannot find what we need from Baker & Taylor, in which case we purchase through other vendors, such as Amazon, or directly from a publisher. Library staff select materials to purchase and submit their orders to Support Services. Support Services processes the orders and materials are shipped to the library.

Cataloging:

Cataloging is a library word that is used to define how libraries organize materials so that the public can find what they need. Before computers became part of our everyday life, libraries organized materials by creating individual cards for each item in the library, using the Dewey Decimal System. These cards were kept in the card catalog. Nowadays, these cards have been converted into electronic records. Each item in the library has its own record that is collected and displayed in a computer database called the library catalog. The records contain things like title, author, year of publication, publisher, subjects that describe the material, a description of the material, and other information. This information is key to helping people find what they need. Library cataloging follows standards set by the library profession so that records are consistent, efficient, and logical.

There are a two primary ways records are created:

1. Copy Cataloging

Most popular materials like best sellers, DVD movies and TV shows, graphic novels, children's books, and other like materials are held by many libraries. Because of this, our library does not have to create a new record from scratch for every item it purchases or collects. Instead, one person, usually a cataloger at the Library of Congress, creates the record, and shares that record in a world-wide library catalog called WorldCat. Our library subscribes to a service that provides us access to this world-wide catalog and allows us to download a copy of the record to use in our own local library catalog. When we download that record, that's called copy cataloging. We can modify that record to meet our own needs, if we want. Our subscription also allows us to add "holdings" to this big catalog. If we have a holding in WorldCat, then anyone in the world can search WorldCat and can see that the Ontario City Library owns a copy of that item. Usually, people locally use this online tool so that they can

search multiple libraries at once to see which libraries nearby have a copy of what they are looking for.

2. Original Cataloging

Original cataloging means that our staff creates records for some items from scratch, rather than download it from WorldCat. We do original cataloging when items are rare, unusual, or self-published. Some examples of items that are cataloged this way are local area yearbooks, student papers, books of poems compiled by library staff, books by local authors that may not be commercially published, pamphlets or booklets, historic materials, maps, city documents like general plans, budgets, and environmental impact reports, and unique items like Chromebooks, Lightspeed kits, mental health backpacks with various materials inside, family fun packs, and other items. We can catalog just about anything.

Processing:

The third aspect to cataloging is called processing. Processing refers to the physical changes we make to books to prepare them for library shelves. This includes labeling, constructing protective book jackets, attaching barcodes and RFID tags for security, creating covers for audiobooks and DVDs, and typing up spine labels that tells library staff and the public where books are shelved. Our unique items like kits, backpacks, and Chromebooks also have unique processing needs and Support Services staff will work with library staff to determine those unique needs.

Baker & Taylor, our main library vendor, offers a service in which they will copy catalog and process most of the materials that we purchase from them. We have been using this service for several years now. While Support Services staff do a final check on all items cataloged through this service to ensure quality and consistency, this service ultimately saves time and allows us to focus on other tasks.

Some of the other tasks and responsibilities of Support Services staff include:

Mending:

When materials are damaged due to wear and tear of consistent use, often they require mending. This task allows the library to save money by getting more use from materials before replacing them. Sometimes mending is something simple like removing pencil markings or replacing a broken DVD case. Other times mending might be more elaborate such as replacing missing pages, fixing broken book spines, or creating new audiobook covers.

Withdraws:

Sometimes materials are too worn or damaged to mend. When this happens, the library withdraws the material. Materials are also withdrawn because they are old and out of date, especially with regards to materials with medical or legal content. Other times, materials must be withdrawn because the physical item has been checked out but never returned and must be removed from the library catalog. To withdraw materials, Support Services staff remove the electronic record from the library catalog and remove that "holding" from the big WorldCat catalog. We then physically "de-process" the material if needed, removing labels and barcodes. Most books that are withdrawn from the library's collections are sold back to Baker & Taylor through a program called Sustainable Shelves. With this program, Support Services staff create a spreadsheet with information on the withdrawn books that is shared with Baker & Taylor, and the physical books are shipped to them. Baker & Taylor determines which books can be resold and gives us a credit on our account for those books. Books that can't be resold are recycled for paper.

Periodicals:

In addition to books and other library materials, the library offers magazines and newspapers for the public, which we call periodicals. Support Services manages all of these materials for the library. Magazines and newspapers are cataloged like other library materials so that they are easy to discover and physically locate.

Delivery:

Support Services staff is responsible for the daily delivery of library materials, supplies, equipment, mail, and other items that require movement between the two library branches. Staff drive the library vehicle between Ovitt and Lewis Monday through Friday to handle these deliveries. Support Services also run errands for the library and transport deliveries between the library and other city departments.

Shipping and Receiving:

Support Services is the point of contact for all of the library's receiving. The unit oversees incoming and outgoing deliveries from FedEx, UPS, USPS, Staples, and other vendors. The unit receives, sorts, and delivers all mail and packages to the appropriate library units.

Public Desk Service:

In addition to all of the backside operations that we do in Support Services, our staff also routinely provide public services at various library desks throughout the library, serve on library planning committees, and participate in special events and programs.

Staff:

Support Services is staffed by three full-time staff, two part-time staff, and two volunteers.

Agenda Item Number & Support Services Overview

Presented By:

Tonja Serrano, Senior Library Assistant
Kelly Zackmann, Library Services Manager

November 9, 2021



Support Services Overview

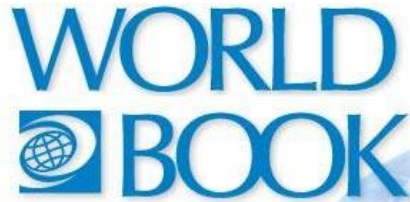
- Acquisitions
- Cataloging
- Processing
- Other Tasks
- Introduce Staff

Support Services Overview

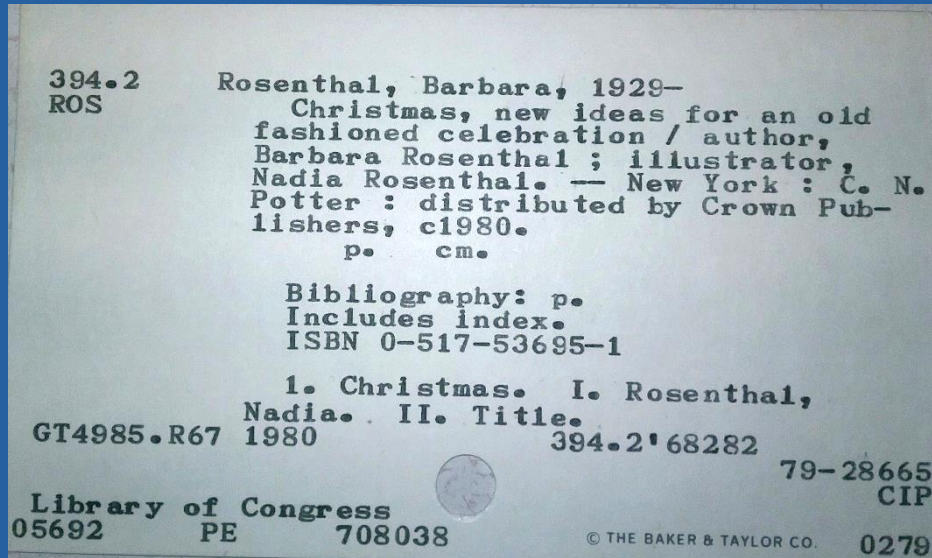
The screenshot displays the titlesource360 website interface. At the top, there is a navigation bar with links for HOME, BROWSE, CARES, CUSTOMER SERVICE, MY B&T, ADMIN, and STANDING ORDERS. Below this is a search bar and a 'Cart Summary' section. The cart summary shows a total of 79 items with a total list price of \$2,014.25. A table below the summary lists items, including '99 Cent Solutions: 1,465 Smart and Frugal Uses for Everyday' priced at \$15.99. The page also features a 'REFINE YOUR SEARCH' sidebar with filters for format, quantity, and inventory.



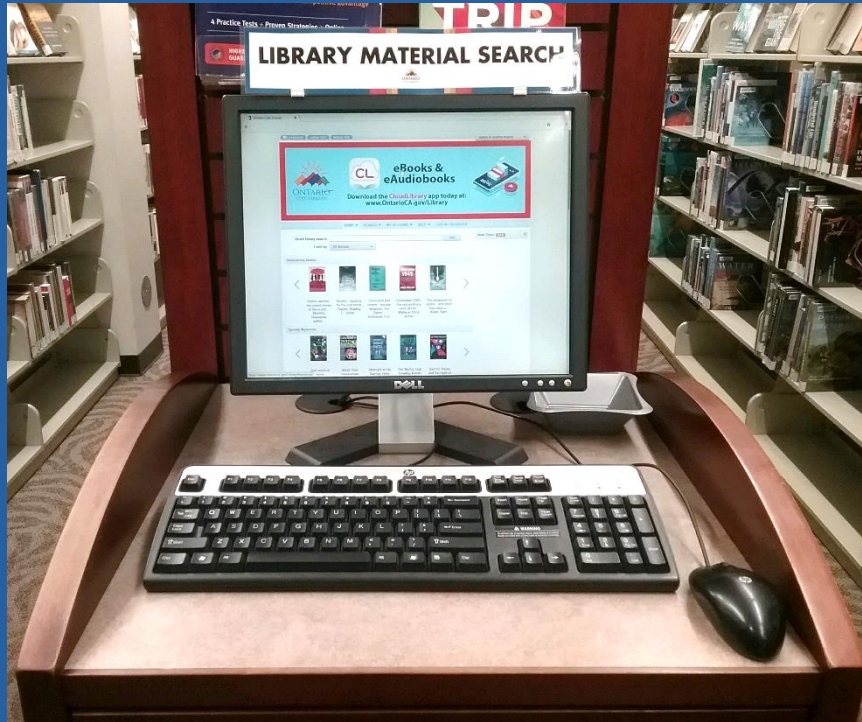
Support Services Overview

The Amazon logo, featuring the word "amazon" in a bold, black, lowercase sans-serif font. Below the text is a curved orange arrow that starts under the letter 'a' and ends under the letter 'z', pointing to the right.The Findaway logo, consisting of the word "FINDAWAY." in a bold, black, uppercase sans-serif font. A small red triangle is positioned at the end of the word, pointing to the right.The World Book logo, with the words "WORLD" and "BOOK" stacked vertically in a blue, uppercase sans-serif font. To the left of the word "BOOK" is a blue square icon containing a white globe.The Midwest Tape logo, featuring the words "MIDWEST TAPE" in a large, bold, black, uppercase sans-serif font. Below this, a yellow banner contains the text "LIBRARIANS #1 MEDIA SOURCE" in black, uppercase sans-serif font. The number "1" is significantly larger and colored red, with a white outline.

Support Services Overview




Support Services Overview



ONTARIO CITY LIBRARY Download the **CloudLibrary** app today at: www.OntarioCA.gov/Library


HOME SEARCH MY ACCOUNT HELP LOG IN / REGISTER

<< Return to List Displaying 1 of 2 Next Title >



Format: Book
Author: Gorman, Amanda, 1998- author.
Title: *The hill we climb : an inaugural poem for the country* / Amanda Gorman ; foreword by Oprah Winfrey.
Publisher, Date: New York : Viking, an imprint of Penguin Random House LLC, 2021. ©2021
Description: 29 pages ; 19 cm
Summary: "On January 20, 2021, Amanda Gorman became the sixth and youngest poet, at age twenty-two, to deliver a poetry reading at a presidential inauguration. Her *inaugural poem*, "*The Hill We Climb*," is now available to cherish in this special edition."
Subjects: Biden, Joseph R., Jr. -- Inaugurations -- Poetry. Inauguration Day -- Poetry. American poetry -- African American authors. POETRY -- American -- General. Social aspects. United States -- Social aspects -- Poetry.

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2021
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Availability

Call Number	Shelf Location	Status	Type
Ovitt Family Community Library (1 of 2 available)			
Nonfiction			
811.6 GOR		Checked Out (Due: 11/6/2021)	Book
811.6 GOR	New Arrivals	Available	Book
Lewis Family Branch (1 of 1 available)			
Nonfiction			
811.6 GOR	New Arrivals	Available	Book

Support Services Overview



Find items in libraries near you

2 billion items available here through a library

Everything Books DVDs CDs Articles

Search everything

Advanced search Find a Library

WorldCat connects you to the collections and services of more than 10,000 libraries worldwide

Learn more >>

Bibligraphic Record 373456 - MARC21 - Polaris

Control number: 373456 Owner: Ontario City Library (sys) Items: 1 Record status: Final

Title: Mental Health Backpack kit [Backpack] : Be a friend - kindness kit

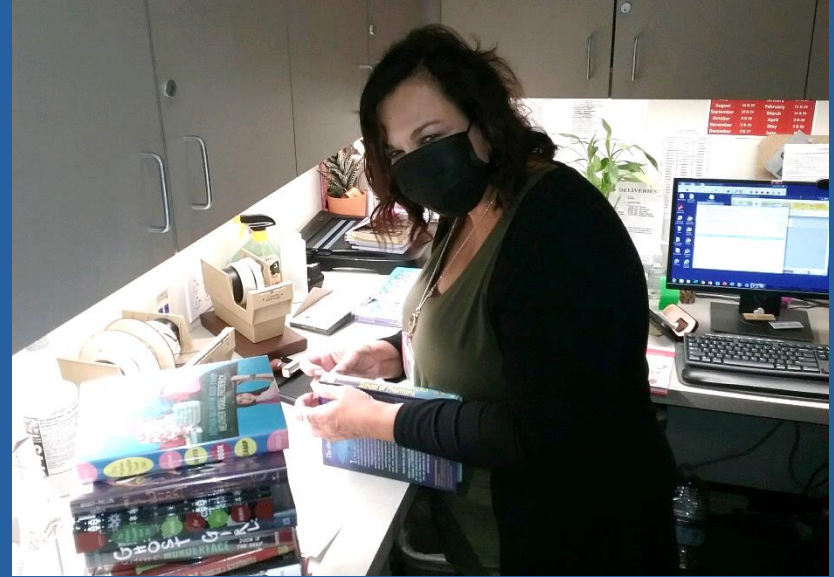
Tag	Ind	Data
100		1 \$ Mental Health Backpack kit [Backpack] : Be a friend - kindness kit ; Ontario City Library.
246	3	1 \$ Be a friend - kindness kit [Backpack]
246	3	1 \$ Kindness kit [Backpack]
250		1 \$ Backpack kit.
260		1 \$ [Ontario, Calif. : Ontario City Library ; 2020].
300		1 \$ 1 clear plastic backpack (37 x 27 cm) + 16 books + 1 plush animal + 1 scarf
500		1 \$ Backpack: clear, blue trim, plastic (37 x 27 cm) (\$14.99)
500		1 \$ Book 1: All are welcome by Alexandra Penfold ; ISBN 9780525719649 ; publication: New York : Alfred A. Knopf, c2018 ; [36] p. : col. ill. ; 27 cm) (\$17.99)
500		1 \$ Book 2: Be kind by Pat Zietlow Miller ; ISBN 9781626723214 ; publication: New York : Roaring Brook Press, c2018 ; [32] p. : col. ill. ; 28 cm) (\$17.99)
500		1 \$ Book 3: The big umbrella by Amy June Bates ; ISBN 9781534406582 ; publication: New York : Simon & Schuster Books for Young Readers, c2019 ; [36] p. : col. ill. ; 22 cm) (\$17.99)
500		1 \$ Book 4: Plant a kiss by Amy Kousser Rosenthal ; ISBN 9780061986758 ; publication: New York : Harper, c2012 ; [36] p. : col. ill. ; 20 cm) (\$14.99)
500		1 \$ Book 5: Strictly no elephants by Lisa Mantchev ; ISBN 9781481416474 ; publication: New York : Simon & Schuster Books for Young Readers, c2015 ; [32] p. : col. ill. ; 27 cm) (\$17.99)
500		1 \$ Book 6: We really do care by Tami Lewis Brown ; ISBN 9781984836304 ; publication: New York : Philomel Books, c2019 ; [32]

A downloaded record

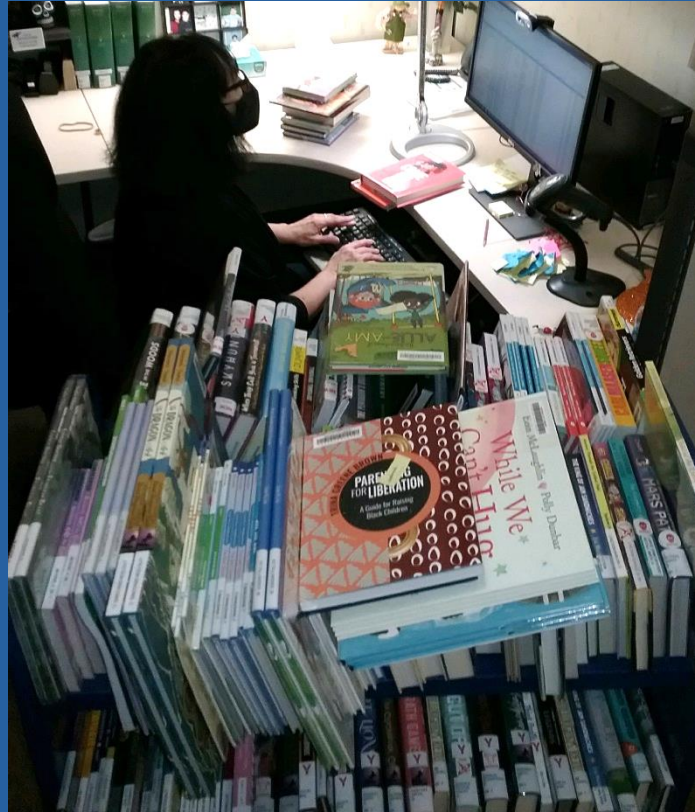
Some of the unique items that we catalog



Support Services Overview

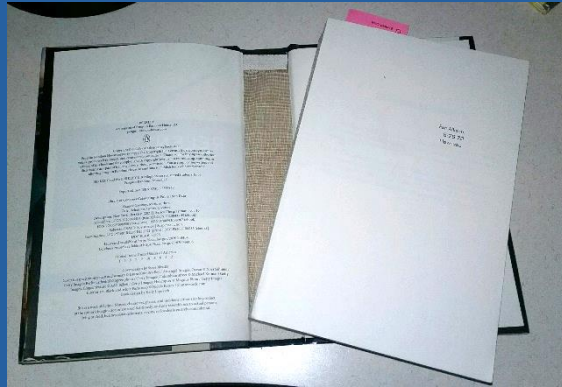


Support Services Overview



Support Services Overview

A book that needs mending



Periodicals



Withdrawn books are sold back to our vendor

 **BAKER & TAYLOR**
A Falstaff Company

Sustainable Shelves Program

Sustainable Shelves is a new service, powered by Baker & Taylor, that helps libraries responsibly remove weeded or unwanted books from their collections.



Support Services Overview



Patsy and Julie loading up

UPS delivering packages



Craig going through all the deliveries

Support Services Overview

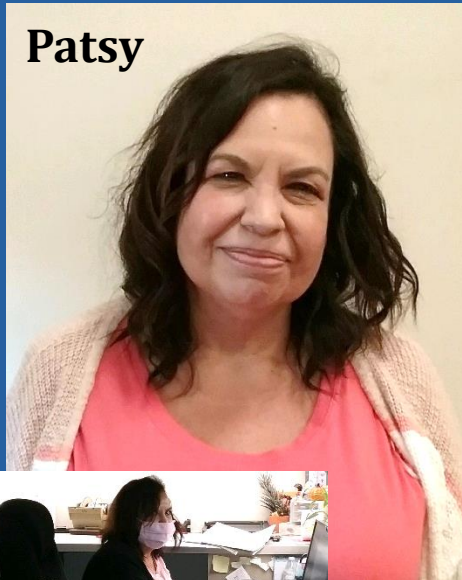


Support Services Overview

Tonja



Patsy



Liz



Support Services Overview

Daisy

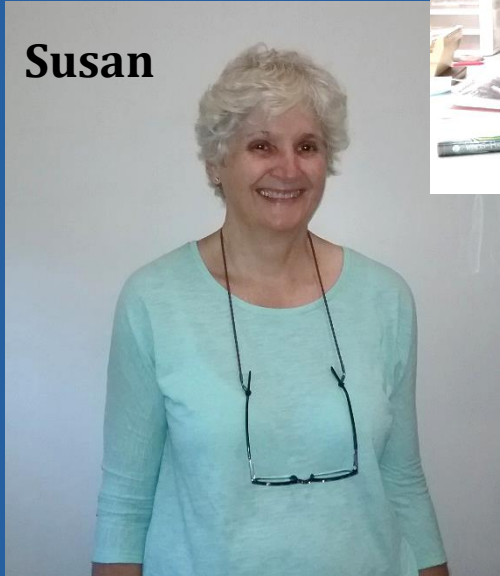


Julie



Support Services Overview

Susan



Craig



Support Services Overview



Thank you