

## **PLAN OF SERVICE – COMMUNITY SERVICES/PARTNERSHIPS**

### Magnolia School District

Haskett Branch Library's primary collaboration is the Joint Use Cooperative Agreement established with the Magnolia School District (Joint Venture Projects), which formalizes the long standing relationship between the Library and its near neighbor, Maxwell School. Although Maxwell School is the focus of the collaboration, the Library will provide services to other Magnolia District elementary and junior high schools within its service area.

### Anaheim Achieves

The Haskett Library has been a partner in the award winning Anaheim Achieves Program, which is co-sponsored by the Anaheim YMCA, the Community Services Department and the Anaheim City School District, as well as the Magnolia School District. This innovative program provides after school instruction and recreation to more than 1,000 at-risk City youth. The Library has offered access to computers for homework help, presented story time programs and book talks to children enrolled in the program, and worked with Anaheim Achieves staff in developing and monitoring the program. This partnership will continue with the new Library.

### North Orange County Community College District

The North Orange County Community College District's School of Continuing Education moves to West Anaheim in January, 2003. Initial discussions with District staff have identified multiple areas of future collaboration, from District provided ESL classes on site at the Library, to career planning services, District supplied curriculum support materials, Family Literacy classes, and counseling services. Implementation of this partnership is dependent upon construction of a new facility, due to lack to space at the current Library.

### Boys and Girls Club

West Anaheim has a new site for the Boys and Girls Club at Schweitzer Park. With an expanded staff, the Haskett Library will be able to offer story times or a monthly Reader's Club to the children on-site. Service to the Boys and Girls Club will be implemented when an expanded Haskett Branch Library opens for service.

### Project Head Start

With the enlarged facility and additional staff, the Haskett Library will be able to formalize a relationship with this vital community program, scheduling group visits to the Library and providing bi-lingual staff to do on-site story time programs quarterly. Staff can also work with the parents to encourage reading as a family activity.



## Recreation/Human Services

As part of the larger Community Services Department, the Haskett Branch Library will continue its involvement with the Department's Recreation and Human Services Division, which encompasses services to Seniors, the Kids in Action program, the neighborhood centers, West Anaheim's Brookhurst Community Center, arts and special events, youth programs and the Therapeutics Center. Library staff regularly support programs and events offered by the Division, and benefit in return from programs presented at the Library as part of the Summer Reading Program activities. A satellite library collection is under discussion for the expanded Senior Center under construction at the Brookhurst Community Center.

### **PLAN OF SERVICE – MEETING SERVICE NEEDS**

Forty years of direct library service from this location combined with 5 years of extensive planning and months of recent data analysis gives this Plan the foundation to identify and plan for specific community library needs for the residents of west Anaheim. The ethnically diverse resident user groups include both adults and youth, with patron registration evenly split between these two main patron types. The adult population includes readers, seniors, adult students, and parents. The youth users include preschoolers, a large percentage of elementary students, and teens. 40% of the housing surrounding this branch are low-income households with no or very limited resources for reading, learning, or computing.

This plan aims at restoring a service balance to all residents. The service focus to diverse multi-lingual, low-income preschoolers, elementary students and their families will not diminish, but it will be complemented and expanded to include more space, programs, and collections for other user groups: preteens, teens, adults and seniors. High demand community room spaces for small to large groups will be restored and expanded to reengage various neighborhood groups in the wider community through accessible space and cultural programming.

The plan continues the support of technology for all user groups and levels of computer literacy. A highly functional infrastructure, provided by a new branch building, gives space for several computer labs to support concurrent instruction and use by teens, adults, and youth. The expanded infrastructure will mean more electronic resources for curriculum support and personal interests.

The library-related realities of service at the Haskett Branch Library is that the individuals who live and work in this area are not one homogeneous group of people. They have differing needs for library services depending upon their age, employment, income, housing, education, ethnic and cultural background, and literacy level. This complex, crowded and diverse West Anaheim community demands a broad range of library resources, services, space, and staff expertise at this West Anaheim area branch. The combination of a large under-served population of ethnically diverse newcomers and the long served, but now underserved adult and family readers, mandates that Haskett continue to fill multiple roles and provide targeted services. Only a larger facility with



space for the diverse user collections and resources will accommodate the needs identified in this plan of service.

### **PLAN OF SERVICE – BACKGROUND**

The 7,500 square feet Haskett Branch Library was built and opened in 1962 to serve a West Anaheim population of 13,000. The Branch initially served residents of the new single family homes constructed in the post WWII boom. Over the decades as land and housing costs increased, so did the population density of this area. Aging motels, older housing stock, and remote landlords created conditions for overcrowded substandard housing. The neighborhood became not only increasingly dense, but also increasingly diverse. Newer residents, some new immigrants, relocated to West Anaheim for nearby service jobs in the tourist industry that is the economic engine of southern California. This higher density, lower income area became a magnet for crime and blight.

In 1997, as part of an emerging Citywide Neighborhood Improvement Project for West Anaheim and as an outcome of the 1997 Library Strategic Plan, Haskett Branch was restored to a comprehensive services branch library replacing the community reading center that had been the focus of service since 1987. The changing demographics, evolving library services, and growing population mandated library services that could address and abate some of the community challenges:

- Residents segmented by length of residence, language, ethnicity, and economics
- Increasing household density
- Overcrowded schools with limited resources and inadequate technology
- A growing population of youth at risk
- Emerging importance of technology as a library service
- Increasing community expectations for meeting space and cultural activities
- Isolation from the Center of Anaheim by distance and freeways

As the only municipal service building in the western half of West Anaheim, the Haskett Branch Library committed its resources to rebuilding and re-engaging the community through its mission of literacy, learning, and leisure support.

The Library, through representation and participation, in City and Community groups worked collaboratively to use its resources to meet the needs of the changing community of West Anaheim. Forced by lack of space, to prioritize its services, Haskett Branch Library expanded services and resources to support the low-income families and high-risk students at the cost of service to the many adult users already long time patrons of this Branch.

In the 5 years since the restoration of this branch to a full service range, usage has increased 140%. Until 2002, Haskett was the fastest growing service outlet in the Anaheim Library System. This growth has been halted by a critical lack of space, not by a lack of need. The success of Haskett Branch Library for the City and the community is

a result of the implementation of a strategic plan that identified, prioritized, and activated the library services needed in this unique community.



## **5.a. PLAN OF SERVICE – JOINT VENTURE PROJECTS**

### **BACKGROUND**

The City of Anaheim and the Magnolia School District entered into a formal agreement to support joint venture library services to better serve the needs of the Maxwell Elementary School students, parents, and faculty and all student users of Haskett Branch Library. Maxwell Elementary, a K-6 school, is sited south of the Haskett Branch Library across Maxwell Park is an overcrowded facility with a 38% growth rate in student attendance (compared to a 25% State average). Maxwell has been coping with the challenges of ever increasing numbers of LEP, underachieving students in 47 languages by focusing on basics – classroom space and textbooks.

Part of the solution to overcrowding has been the adoption of a multi-track school calendar. Students and teachers attend school year round. Two sessions are in operation on campus at any time. This doubling of daily population limits student access to the computers or resources in classrooms or the small school library. Those spaces are fully booked all day.

Anaheim Public Library and the Haskett Branch Library have made the support of K-12 education a priority function for the past 10 years as schools in 6 of the 7 local school districts face the same combination of increasing populations of more diverse need students. The goals and objectives in the Library Plan of Service include outreach, collections, and programs to support the needs of Anaheim students.

For the last five years, Haskett has been building relationships with local educators and providing programs for students. This history of support and cooperation made a formal collaborative agreement for a joint venture a logical next step for both the branch and the school district. The services identified in the Cooperative Agreement were developed through a process involving focus groups for educators, discussions with the school Principal, school library clerk and faculty. At Maxwell elementary school, discussions continued with the Library and District administrators, taking into account the years of experience working with students at this and other local schools that use the Haskett Library.

#### Intent of the Agreement

The Joint Use Cooperative Agreement is based on the mutual desire of all parties to enhance the value of education and libraries by creating opportunities for shared use that promote and expand resources for literacy and learning. The agreement is built on the foundation of trust established by the Magnolia School District with the parents of and students who attend Maxwell School. The comfort level and commitment of parents, often without personal educational opportunities, to work together for their children's school success has created a solid framework for expanding that trust to the Bookmobile and local branch library. Staff from Head Start, the Family Resource



Center, Maxwell School, and Anaheim Achieves guarantee that new students and their parents will be aware of the joint services and resources offered in this agreement.

### Provisions of the Cooperative Agreement

The cooperative agreement includes (See Joint Use Cooperative Agreement Tab):

- Roles and responsibilities of each party
- Descriptions of specific services of this agreement and how they will be provided
- Hours of service
- Staffing for service
- Use of volunteers,
- Location of Project
- Ownership and funding sources
- Creation of a working committee to review progress on program delivery
- Operation, maintenance and management
- Process for review and modification
- Field Act not applicable
- 20 Year commitment for agreement; 40 year commitment for library services

### **Joint Venture Project Benefits:**

#### Benefits of Shared Electronic/Telecom Services:

- 1) Full range of computer types and software: The Magnolia School District operates in an Apple computer environment. It provides and supports Macintosh computers and software for students. The Anaheim Public Library provides and supports a Windows environment. Students can be provided with the entire range of computer products and develop competency in both the OS and Windows environments through shared electronic services. Magnolia School District will provide Macintosh workstations (no less than 3) at the Haskett Branch Library in the Homework Center. The District will be responsible for the software, peripheral equipment, and maintenance of these workstations. These workstations will be available, during all open hours, to the community, especially students, for educational uses. Anaheim Library staff will provide Windows based PCs and resources.
- 2) Joint development for shared electronic infrastructure: Currently, the District is limited to 516K speeds for telecommunications from the campus to off site resources. None of the student classrooms or library has any access, let alone high speed, to web based resources. As the District develops its telecommunications infrastructure, it will work collaboratively with the City to explore high-speed telecommunications access between Maxwell School and Haskett Library. Because the School Library lacks any automated library system, one of the proposed projects is to add Maxwell School to the Anaheim Public Library's Epixtech Integrated Library System as an additional outlet. The School and the Library would have shared catalog, circulation and acquisition resources.



- 3) Electronic resources that support pre literacy, literacy, and curriculum will be provided at Maxwell and Haskett through licensed products available at both sites. The expertise of Maxwell faculty in choosing Macintosh educational products and the Anaheim Library Youth Services staff in Windows based software means students will choose from multiple resources for developing literacy, learning math and reading skills, and subject based learning tools.

Benefits of the Family Literacy Center:

- 1) Both Magnolia School District and Maxwell Branch Library are committed to literacy. Pre literacy and literacy programs are available at the Salk Family Resource Center and Head Start, operated by the Magnolia School District, and available to students and families at Maxwell Elementary School. Anaheim Public Libraries, through Children's services and L.I.F.E., the Library's adult literacy program, have developed Family Reading nights and Family Homework workshops, for elementary students and their parents. Family Literacy is a priority, both by the demographics and because the multi-track school schedule provides students and parents an opportunity for remedial learning while "off track."
- 2) By working collaboratively, especially through a partnership with the Head Start and Salk Family Resource Center, a formal schedule of workshops can be calendared for a year. In addition, because the district programs have no computers available to their clientele, this element of family literacy will be added. The mobile computer (part of the Technology Plan of Haskett Library) may be used at the school site and/or families will be transported to the Branch to use the computer lab and become familiar with preschool and school resources for their students. Open house for family literacy, with both library and school staff, will be held, at least annually, at the Haskett Branch Library.

Benefits of the Homework Center:

- 1) An after school homework center for elementary students will be a service of the Haskett Branch Library. Staff for the Center will be provided by the City and supplemented with staff of the Anaheim Achieves, an after school program supported by the District in collaboration with the City of Anaheim and the YMCA. Resources available in the Homework Center will include Textbooks, curriculum guides and supports and media from Maxwell school. Volunteers to support this program will be recruited and referred from the District and the City.
- 2) The inclusion of a Homework Center into the design of the new branch and the Joint Agreement is a high priority. Many students need additional support, beyond the classroom, to improve English and raise achievement levels.
- 3) Workstations in this Center will include Alpha Smarts (easy to use word processing keyboards that connect to a PC for printing) for writing assignments and both Windows and Macintosh computers.
- 4) The Homework Center will house a permanent collection of textbooks, rotating reserve materials and teacher handouts to support curriculum based assignments.





This new resource for Haskett Branch library will not only benefit Maxwell students, but will be a resource for other elementary students because grade appropriate texts will now be available at the public library.

- 5) Homework support will be provided with volunteer one on one tutoring; an online tutoring service during afternoon hours (Tutor.com,); group workshops on homework resources – both print and electronic scheduled regularly; and real and virtual homework helps including but not limited to elements of a research paper; how to do a book report, etc.

#### Benefits of the Computer Center:

- 1) Besides the electronic resources located in the Homework Center, the Joint agreement will include additional workstations and training in both the permanent computer lab for class visits, parent workshops, etc. and in a mobile lab operated in the Craft area. This mixture gives several environments for creating a comfort level and building competency in computer skills for students K-12 and parents. The City and District will collaborate to make referrals for workshops, provide staff for skills training workshops, and recruitment and referrals of volunteers to support the lab.

#### Benefits of Staff Development:

- 1) Both organizations are experts in education and training areas. Teachers have individual areas of subject expertise and a thorough knowledge of child development. Library staff members are experts in information searching, and subject literature, including children's literature. The District will include in annual staff development days, modules including library staff introducing skills and resources for student success. Individual teachers will give staff workshops for Haskett staff introducing the curriculum and skill levels expected at primary and elementary grades. The school library clerk will be invited to all staff meetings at Haskett Branch and the youth librarian at Haskett will visit the school library at least monthly. This collaborative cross training of staff will enhance student learning through the enhanced understanding of student learning.

#### Benefits of Shared Collections:

- 1) The mission of each organization is focused on learning and providing resources to encourage literacy. The Magnolia School District has strong collections of core learning materials in multiple formats including textbooks, software, and media. The Anaheim Public Library has strong supplemental collections to support curriculum assignments, reading readiness, and fiction reading. Access to the collections available at Haskett Library and Maxwell School will be provided, from either site, to borrowers with joint library cards. This will increase the usage of all materials where needed. The low-income student population attending the Maxwell School will have fine free borrowing. All teachers using class cards during library visits will not incur any personal financial liability for overdue or non returned items. The public library, through its "Motel Kids" fund, will cover the costs of any items circulated through this program.





### Benefits of Daily Delivery

- 1) The implementation of the collaborative joint ventures can be maximized through a daily delivery of shared resources. The City and District will develop a route, using District and City vehicles, that includes Monday through Friday exchange between Haskett Branch Library and Maxwell School. This daily delivery is a real response to the often last minute timelines of many students.



JOINT USE COOPERATIVE AGREEMENT  
By and Between  
THE MAGNOLIA SCHOOL DISTRICT  
and  
THE CITY OF ANAHEIM  
on  
JOINT ENHANCEMENT OF LIBRARY SERVICES

WHEREAS, the development of Joint use library facilities at the Haskett Branch Library and Maxwell Elementary School will serve the interests of both the City of Anaheim (CITY) and the Magnolia School District (DISTRICT); and

WHEREAS, it is the mutual desire of the parties to enhance the value of this project to the entire Anaheim community by creating opportunities for shared use of school and city library and literacy services, and

WHEREAS, CITY and DISTRICT wish to enter into this Cooperative Agreement (Agreement) as a basis for their future joint venture projects;

NOW, THEREFORE, the parties hereto establish the following principles as the basis for this Agreement.

1. ROLES AND RESPONSIBILITIES

The parties will jointly establish staffing requirements for joint use projects, taking into consideration the security and educational requirements of the DISTRICT and the CITY's obligation to maintain open access to the library for the people of the City of Anaheim.

- a. Unless special circumstances, the need for credentialing or other special considerations require otherwise, the responsibility for funding, staffing, supervision, operation and management of joint use projects shall be the responsibility of the party which otherwise would be responsible for the wages of such personnel or the purchase and maintenance of jointly used equipment.
- b. There shall be established hereunder a Joint Coordinating Committee comprised of equal numbers of members from each of the Parties. The function of this standing committee will be to review operational procedures and the assignment of responsibilities to achieve the maximum beneficial effect for the Parties as the joint program matures and recommend improvements in the organization and use of the joint resources.

2. DESCRIPTION OF JOINT SERVICES AND HOW THEY WILL BE PROVIDED

- a. The services to be enhanced for joint benefit under this Agreement shall consist of, but not be limited to, shared electronic and telecommunication services, shared computer services, shared responsibility for Family Literacy and Homework Center services at the Haskett branch library, shared collections, and collaborative staff development to enhance services and skills as described in the attached Scope of Agreement.
- b. Other shared services may be designated as outgrowths of the cooperation on these enumerated areas of enhanced shared services.

3. HOURS OF SERVICE

The services provided hereunder shall be provided during the normal operating hours of the Haskett Branch Library, which are Monday-Wednesday, noon to 9:00 p.m. and Thursday through Saturday, 10:00 a.m. to 6 p.m. Joint services provided at Maxwell School will be available at the Maxwell School Media Center, Monday through Friday, 8:30 a.m. through 3:30 p.m.

4. NUMBER AND CLASSIFICATION OF STAFF MEMBERS

The following staff members will participate in the jointly enhanced services to be provided under this Agreement:

Haskett Branch Library Personnel

- a. Library Branch Manager: Full Time, Professional
- b. Librarians: 2 Full Time, Professional
- c. Senior Library Clerk Full time, clerical support
- d. Librarian Part time, 2400 hours
- e. Library Technician Part time, 3200 hours
- f. Library Clerk Part time, 5000 hours
- g. Library Page Part time, 5000 hours

Maxwell Elementary School Personnel

- a. Media Center Library Clerk 1 classified employee, 6 hours per day, high school graduate or equivalent
- b. Anaheim Achieves Afterschool 5 part-time support staff, 4 hours per day, high school graduate or equivalent  
Program Instructional Assistants
- c. Salk Community Family 1 full time staff, 8 hours Monday - Friday  
Resource Center Coordinator

All Haskett Branch Library staff will be trained to support the services provided under this Agreement.

## 5. USE OF VOLUNTEERS

As a gauge of community support and channels to disseminate information about the program, as well as to augment paid staff to reduce costs and increase effectiveness, volunteers for the joint venture will be recruited by Maxwell Elementary School from, students, staff and parents of the school. Volunteers will also be recruited through the Volunteer Coordinator of the Anaheim Public Library. Training and supervision of volunteers will be the responsibility of Haskett branch library staff.

## 6. IDENTIFICATION OF JOINT USE PROJECT SITE LOCATIONS

- a. The services to be provided by the **CITY** will be provided at Haskett branch Library, 2650 West Broadway, Anaheim CA 92804.
- b. The services provided by the **DISTRICT** will be offered at Matti Lou Maxwell School, 2613 West Orange Avenue, Anaheim, CA 92804 and Salk Family Resource Center, 1411 S. Gilbert Street, Anaheim, Ca 92804.

## 7. OWNERSHIP OF SITES, FACILITIES, MATERIALS AND EQUIPMENT

- a. The sites, facilities, materials and equipment shall remain the property of the entity which provides them for joint utilization under this Agreement.
- b. Facilities, materials and equipment dedicated for joint use enhancement shall not be withdrawn during the program period unless replaced in kind.

## 8. ALL SOURCES AND USES OF FUNDING

The joint venture enhancements and opportunities described in this Agreement are supported by the general funds of the Magnolia School District, the general fund of the City of Anaheim and by public or community grants, donations and in-kind services provided by the community.

## 9. RESPONSIBILITY FOR FACILITY OPERATION, MAINTENANCE AND MANAGEMENT

The City of Anaheim is responsible for the operation, maintenance and management of all services provided from the Haskett Branch library facility; the Magnolia School District is responsible for programs provided from its facilities.

## 10. REVIEW AND MODIFICATION PROCESS FOR THE TERMS AND CONDITIONS OF THE AGREEMENT

- a. In addition to the working committee described above, to review progress on program delivery, the administrators of the Anaheim Public Library and the Magnolia School District will meet no less than annually to review and make any necessary modifications to the work plan and to set program priorities for the joint venture services enumerated in this Agreement. The Agreement may be reopened and amended by joint agreement, and shall be reviewed for consistency and adapted to any changed conditions by the parties' administrators and legal counsel no less than every three years.

#### 11. APPLICABILITY OF FIELD ACT TO PROJECT

This Cooperative Agreement, for the provision of collaborative not educationally required services will be provided for less than 24 pupils required at one time, is exempt from coverage under the Field Act.

#### 12. RENEWAL PROCESS FOR AGREEMENT

Upon conclusion of its initial twenty year term, this Cooperative Agreement may be renewed for a like period by mutual agreement of the governing boards of the participating entities.

#### 13. COMMITMENT TO PROVIDE SERVICES FOR TWENTY YEARS

The parties to this Agreement commit to maintain the enhanced joint services provided hereunder for no less than twenty years from the Agreement's date of execution.

#### 14. ACKNOWLEDGEMENT OF REQUIREMENT FOR FORTY YEAR COMMITMENT BY LIBRARY

It is understood and agreed by the Anaheim Public Library that Education Code section 19999 and section 20440(e)(3)(G) of the regulations promulgated thereunder require the provision of public library direct services for forty years, and the same are incorporated herein by this reference.

#### 15. SAVINGS CLAUSE

This Agreement shall take effect only in the event that a grant is awarded for the program set forth herein by the State of California. Furthermore, this Agreement becomes effective only if the Haskett branch library project is awarded a grant under the Library Bond Act for the construction of a new Haskett library. Should either of these contingencies not occur, this Agreement shall be null and void.

#### 16. LIABILITY

As between the parties hereto, each of the parties to this Agreement shall be responsible for any claims, liability, injury, lawsuits, actions, or causes of action arising on its property or attributable to its personnel.

17. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement of the parties in the matters contained herein, and supersedes all previous agreements and understandings.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the dates set forth below.

CITY OF ANAHEIM

ANAHEIM CITY SCHOOL DISTRICT

\_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Approved as to form:

Jack L. White. City Attorney

By: \_\_\_\_\_

Rev. 4/5/02  
5/13/02

## **6. JURISDICTION WIDE SERVICE**

### **6.a. HASKETT WEST ANAHEIM**

Haskett Branch Library is part of the west Anaheim community and operates as one of five area library services anchors for the Anaheim Public Library system. The long range plan for library services to the West Anaheim area is based on the most effective model for this geographically and socially disparate community, a model of distributed tiered service: (Appendix B, C)

#### **Tier 1 – Central Library and Anaheim Library system**

Administrative Services, Collection Support Services, Delivery, Technology Services, Youth and Teen Services, Literacy Services, Circulation Services, Bookmobile Services and Reference Services provide staff and program support to all Anaheim Public Library Branches, including Haskett.

#### **Tier 2: West Anaheim Area Branch - Haskett Branch Library**

A new 24,000 sq. ft. single story Haskett Branch Library with more space to expand current popular services and space to support services that have been limited or delayed due to the small facility. This larger branch will continue to be an integral part, not only of Anaheim Library services and west Anaheim community services, but also of the Masterplan for Maxwell Park. Haskett Branch Library will remain in the park because of its effective central placement in the neighborhood, high visibility, and to maximize the integration of mind space and open space most needed by residents in overcrowded households. The optimal size of the facility is 22,000 to 24,000. This provides space for all identified service groups and needs without absorbing all the infrastructure, staffing, and system resources to west Anaheim. This mid size library is supported by a Central Library collection and system resources that enhance the service level.

#### **Tier 3: Local Satellite Service – Proposed Co-located facilities**

The linear nature of the City of Anaheim, the changing nature of neighborhoods in close proximity, and the lack of public transportation requires satellite library service outlets targeted to local service populations to achieve the mission of neighborhood support. Within the 9 sq. mile area of West Anaheim, additional satellite facilities are in planning include:

##### Teen Library/Computer Center

Location: Beach Blvd./Lincoln Ave.

Co-located: West Anaheim Youth Center/Police Station –

Service population: High school students at nearby Savanna, Magnolia, and Western high schools.

Funding: Capital Improvement Project





Senior Library and Computer Center

Location: Brookhurst Ave./Cerritos Ave.  
Co-located: Brookhurst Community and Senior Center  
Service population: West Anaheim Seniors; senior group homes  
Funding: Capital Improvement Project

Health Services Library and Computer Center

Location: Beach Blvd/ Orange Ave.  
Co-located: West Anaheim Medical Center  
Service Population: Adults, including parents; majority Spanish language  
Funding: No identified funding

Popular Library and Computer Center

The General Plan and Vision West Anaheim project the development of a retail center for this area. Currently there is no major retail in this area. If that is developed on the far west end, the library proposes to include a storefront service point with popular collections and public access computers.

**Tier 4: Mobile Services**

Bookmobile

Current Bookmobile has 2 stops in West Anaheim; 2<sup>nd</sup> Bookmobile is on order.

**6. b. JURISDICTION WIDE SERVICE - ANAHEIM PUBLIC LIBRARY SYSTEM**

Background

Since 1902, Anaheim has supported a City library system. Beginning in the back of a candy store, the current Anaheim Public Library System is comprised of a Central Library, four branches (including Haskett Branch Library), 1 bookmobile, and a Museum (a former Carnegie Library). Demographics and technology are transforming the Anaheim Public Library. Anaheim's increase in population and diversity has been reflected in new programming and collections. The digital revolution in information has extended library collections and created new computer based services.

Governance

The policy direction for the Library is provided by City Council. A five member advisory Board of Library Trustees gives resident input and citizen oversight. City and Library Administration provide the administrative direction and coordinate all products and services, as well as their delivery. The Library, as a division of the Community Services Department, improves the "livability" of the community by offering a broad range of learning, leisure, environmental, informational and neighborhood enhancement programs.



## Organization

The Library is comprised of two major sections: Public Services and Library Operations. Library Operations ensures policies are followed and that resources are available for the delivery of public services. Public Services includes Branch and Central services, Collection Services, Youth Services, and Bookmobile. The Anaheim Library has 129 FTE staff, with 57 full time City employees.

See Organization Chart (Appendix D)

## Anaheim Public Library Plan of Service

A community-based strategic planning process was initiated in 1997 to assess library services amidst the major changes in the community and the transformation of library services by technology and targeted populations. A Strategic Plan (Appendix C) was developed as a map for the future of the Anaheim Public Library. The Anaheim Public Library, a Division of the Community Services Department, is guided by both the Strategic Plans developed for and within the Library Division and the Strategic Plan of the Community Services Department. These plans are updated annually and revised and rewritten every five years.

The desired outcomes of the implementation of the Anaheim Library Services 1997 Strategic Plan are:

### ACCESS TO INFORMATION AND KNOWLEDGE

Anaheim libraries provide access to information using state-of-the art technologies, books, periodicals, computers, on-line services, Library personnel, and other resources, to meet the diverse needs of their constituent population. Library resources are equally available to all members of the community, regardless of age, physical ability, geography, race, ethnicity, gender, or income.

### COMMUNITY-RESPONSIVE FACILITIES, RESOURCES, AND MATERIALS

Library facilities are comfortable, attractive, inviting, and well-equipped places to access information. Facility improvements maximize space, provide places for individual study and group meetings, and ensure access by persons with disabilities.

### QUALITY SERVICE

High quality Library services are provided to patrons in compliance with American Library Association standards.

### OPERATIONAL EFFICIENCY

The Library is structured to streamline its operations to maximize service efficiency.

### STABILITY

Anaheim libraries are an anchor for the community.



## **Anaheim Public Library Facilities Master Plan**

One of the major strategic goals of the Anaheim Public Library 1997 Strategic Plan was: Adequate Facilities. This goal was a necessary outcome from the community and facility assessments. Two existing library facilities, Central and Haskett are 40 years old, Sunkist and Euclid opened in 1975, and Canyon Hills, the newest facility is now 20 years old. These facilities were built before the major population increases of the last two decades and provide inadequate space for collections, patrons or programs. None of the facilities were constructed for computer technology.

In response to this clearly defined need of the 1997 Strategic Plan, Anaheim began a comprehensive Library Facilities Master Plan. An overall library service delivery model was developed for the City. This plan was developed concurrently with the 2000 Community Analysis and Building Program for the Central Library and the city-wide Neighborhood Improvement Planning – Capital Improvement Plan. The 2000 analysis of the Anaheim Public Library system, as part of the Central Library study, confirmed: *“the existing Library facilities are inadequate to meet the needs of the Anaheim community now for library services, and cannot in their present configuration fully support the vision for the City. This inability to support adequately library services needed by the Anaheim community will continue to get worse as demands and needs for services continue to increase. The increase in service demand is due in part to the population growth experienced by Anaheim, but also to the need to provide services to specific demographic groups, especially growing student, children, and seniors populations in the community.”*

The geography, community and resources of the City of Anaheim create the foundation of the Anaheim Public Library Facilities Master Plan. The Plan is based on the model of distributed city services, developed through 5 years of City planning and extensive community needs analysis. Anaheim is a big small town city. Developing along the 5 freeways segmenting the City, the physical separation and independent histories of City areas created one political unity with numerous diverse communities. The demographics and physical geography of the City of Anaheim determined that a distributive plan of city services, including libraries, is most effective for the residents of Anaheim.

The Library Division adopted this service delivery method because it reflects the Library’s core mission recognizing that quality service must be targeted to specific needs. As individuals and groups have distinct service needs, so do communities. A facilities master plan that is built on local diversity, supported by central resources, is both most effective and most efficient for the Anaheim Library system. The Anaheim Public Library System further refined the distributed plan of service to include tiered levels of service and a commitment to mutual support.

In the distributed plan of service, each of the 5 community focus areas will contain local infrastructure for targeted community service delivery supported and complemented by resources from the Central Library. The master plan for Anaheim Public Library facilities has taken the data gathered throughout extensive public planning for each area to identify the type and size of libraries needed in a distributed plan of service. The Facilities Master Plan is committed to neighborhoods and reflects the diversity of our



communities. It reflects both the strategies of the 1997 Library Services Strategic Plan and the new General Plan for Anaheim being developed in 2001/02.

### **Anaheim Public Library Facilities (Map Appendix E)**

The Library system has 5 library facilities, one in each service area. The Facilities master plan provides a hierarchical and geographical structure to library infrastructure. The Anaheim Library system will include a Central Library, a neighborhood anchor branch library in each city service area, and bookmobile or satellite facilities to expand access to library services throughout the long narrow city. These outreach services at local satellite facilities or bookmobiles will augment and be supported by services at the area branch libraries. The Central Library will in turn support the area branches. The exchange of collection materials and resources will be supported by at least once a day delivery service between all facilities. This delivery system will be enhanced by daily exchanges between Magnolia School District (Cooperative Agreement for Joint Venture Services) and Placentia and Yorba Linda Public Libraries. Additional delivery for exchange of resources is provided by the Santiago Library System.

The full implementation of the library facilities master plan will assess the adequacy of the existing infrastructure; upgrade or replace existing facilities to meet current demographic and geographic needs in Anaheim; construct or develop satellite library services, generally in multipurpose buildings, to expand service to underserved and newly emerging neighborhoods.

### **PHASE 1: ASSESSMENT OF EXISTING INFRASTRUCTURE**

An analysis of all library facilities was undertaken as part of the Citywide Capital Improvement Program in 2000:

#### **Central Library**

Service Area: Central/Downtown Anaheim  
Service Population: 90,000 local; 330,000 system  
Roles: Central Library, neighborhood branch, and system support  
Current Facility: Built 1963; 65,000 sq ft. facility  
Masterplan Strategic Goal: 100,000 sq. ft. of space  
Status: In planning/design. New multi story Downtown Library. Part of the Broadway Promenade Project in Downtown Anaheim near Civic Center. Mixed-use project with housing, retail, commercial, city services, and Central library. Projected for 2004.  
Proposed Funding: Anaheim Central Redevelopment Funds; public/private partnership; Capital Improvement Funds

#### **Neighborhood Anchor Branches**

##### **Haskett Branch Library**

Service Area: west end of West Anaheim  
Service Population: 65,000  
Role: Community Library



Current Facility: Built 1962; 7,484 sq. ft.

Masterplan Strategic Goal: 24,000 sq. feet new facility as part of Master plan for

Status: In planning/design as element of Masterplan for Maxwell Park and revitalization of West Anaheim

Proposed Funding: Proposition 14 Library Construction Bond State Grant; 35% local match from City.

#### Euclid Branch Library

Service Area: Resort Area and southeast West Anaheim

Service Population: 64,408

Role: Community Library

Current Facility: Built 1975; 10,273 sq ft

Masterplan Strategic Goal: Expand library to 15,000 sq feet; upgrade for technology

Status: Proposed for Capital Improvement Projects.

Funding: No identified funding

#### Sunkist Branch Library

Service Area: East Anaheim

Role: Community Library

Service Population: ????

Current Facility: Built 1975; 10,573 sq. ft.

Masterplan Strategic Goal: Expand library to 15,000 sq feet; upgrade for technology

Status: Proposed for Capital Improvement Projects.

Funding: No identified funding

#### Canyon Hills Branch Library

Service Area: Canyon/Hills Area

Role: Community Library

Service Population: 55,247

Current Facility: Built 1981; 18,000 sq. ft

Masterplan Strategic Goal: Refurbish and renovate

Status: Completing renovation and refurbishment of facility

Funding: City General Fund

#### Phase 2: Planned building program to meet Anaheim Library community needs

As a result of the analysis, seven projects were included in the 2001/2002 Capital Improvement Program for the City of Anaheim:

- 1) New 100,000 sq. ft. Central Library in the downtown library
- 2) An interim refurbishment of the existing Central Library
- 3) The replacement of the 7,500 Haskett Branch Library with a 24,000 sq. ft. new, larger building to serve West Anaheim
- 4) The addition of 500 – 1,000 sq feet to the Euclid and Sunkist Branches for Youth and automation service space
- 5) The construction of a library branch to serve the growing East Anaheim Hills area in a civic center with adjoining police and community services.



- 6) A second bookmobile for neighborhoods without a branch library
- 7) Refurbishment of Canyon Hills Library

Phase 3: Identify and develop models for satellite service facilities to augment branch services for targeted populations in Anaheim neighborhood focus areas:

Satellite Service Facilities:

Bookmobile Services

Service Area: CDBG (Low income) neighborhoods  
Role: Pre-literacy, literacy and family service  
Service Population: Local 10,000; System ??  
Current Vehicle: 53 Feet, 5,000 volumes  
Masterplan Strategic Goal: 3 vehicles  
Status: Request for Bid for 2<sup>nd</sup> vehicle; 35 feet  
Funding: CDBG (Community Development Block Grant) funds; PLF (Public Library Funds); General Funds; Anaheim Public Library Foundation

West Anaheim satellite service area ( Haskett Branch Library): Identified, in planning or exploring feasibility:

Teen/Computer Library in proposed West Anaheim Youth and Police Center  
Senior/Computer Library in proposed expanded Brookhurst Community Center  
Spanish Health Services in West Anaheim Medical Center  
Joint Venture services with North Orange Coast Community College  
Storefront service in planned new retail center  
Joint Venture project if additional new housing and school is built as a result of the 2002 General Plan

Central/Downtown satellite service: Identified and in planning  
Senior/Computer Library in Downtown Community Center

Resort Area satellite service: Identified and in planning  
A public/school/park complex at Ponderosa Park

East Anaheim satellite service:  
Satellite servie in EACC  
Funding: Developer Fees  
Identifying possible locations for satellite services in area divided by 3 freeways

The Hills/Canyon satellite service: Identified and in planning  
An interim satellite facility in the existing police/community center facility

**6. c. JURISDICTION WIDE SERVICE - CITY OF ANAHEIM**

***Distributed Plan of City Services***

Isolated by freeways and developed during different periods of housing booms, Anaheim became a large city by combining many distinct neighborhoods. The physical separation



and independent histories of City areas created one political unity with numerous diverse communities. The original German Colony dates back to 1857. New neighborhoods are still being planned and built in the East Anaheim Hills. In the 1990's, as part of an extensive 5-year planning process involving collaboration among City departments, school districts, community agencies, and neighborhood councils and groups, a new model for civic services evolved. The outcome of years of planning and collaboration was a consensus that the demographics and physical geography of Anaheim needed a new model. The geographic distance, physical separation, and independent histories determined that Anaheim could most effectively serve its neighborhoods through a distributed plan of services. A distributed plan of service acknowledges the geographical boundaries and physical barriers that impact services to its residents. Initially tested by the Neighborhood Services and Community Policing division, the plan of distributed services to five City areas was assumed by the other City departments, including Library Services. The service areas, identified and highlighted in the evolving 2002 General Plan are:

Downtown/Central  
The Hills/Canyon  
West Anaheim  
The Resort Area  
East Anaheim

These areas were identified, not by dividing population numbers, but by respecting the geography and demographics that define each.

### ***Neighborhood Focused Revitalization***

The strategic planning for the five service areas has been coordinated since 1996 by the Neighborhood Improvement Group, a City multi-department task force, working in collaboration with Neighborhood Councils and other community groups. The Library Division is an active participant and official member of this planning group. In the last six years, a vision for Anaheim evolved and is now being documented in a new General Plan. The five focus areas will each contain local infrastructure for core City service delivery supported and complemented by resources from Downtown/Central. The first comprehensive neighborhood work was done in the Resort Area, funded through assessments to the Disney Corporation with the building of California Adventure, a new theme park. The City's current focus area is West Anaheim, the service area of the neighborhood Haskett Branch Library.

### ***Standards for Anaheim Public Library Services***

In 1998, an outcome of the extensive Neighborhood Improvement Planning process was the establishment of standards for City services. These standards serve as a vision and goal for improving the livability of all Anaheim neighborhoods. The Standards developed for Anaheim Public Libraries are:

Goals - 1998: Neighborhood Improvement Group. Neighborhood Standards. "Libraries – Standards for Service".





*“Residents have convenient access to a local public library that encourages literacy, supports formal education and lifelong learning, promotes economic activity, and fosters a sense of neighborhood identity through collections, programs, and services reflecting the diversity of the community. Neighborhood residents are served at a library facility within a three-mile radius or five-minute drive. Multi-day service will be available, including a Saturday or evening. The branch library will provide space for collections, seating and programs. Users will find current collections meeting their interests in multi formats including books, tapes, videos, audio, and electronic materials. There will be adequate space for leisure reading and studying.*

*Professional and paraprofessional staff will be available all open hours for circulation, reference, reader’s advisory, homework assistance, and programming. Weekly children’s Story Times, a Summer Reading Program, an Adult Literacy Program, and a computer lab for public use will be part of the neighborhood’s core library services. The Central Library that will provide larger collections, second level reference, and a technical and administrative support for the branch operations will support the local branch library. Local library service will also include Bookmobile service providing outreach services to areas of the City where economic and social conditions create barriers to traditional library services.”*

