

The logo for St. Joseph County Public Library is a blue rectangular box with a gradient from light blue at the top to dark blue at the bottom. The text is centered and reads: "St. Joseph County" in a smaller serif font, "Public Library" in a large, bold serif font, and "South Bend, Indiana" in a smaller serif font below it.

St. Joseph County
Public Library
South Bend, Indiana

ST. JOSEPH COUNTY PUBLIC LIBRARY
St. Joseph County, Indiana

Recent Past History, Current & Future Directions

This following document was authored by Debra D. Futa, Assistant Director, SJCPL, with help from several staff members, for presentation to *Library Journal* for its 1999 “**Library of the Year**” Award. While it is an excellent summary of SJCPL’s most recent history over the past five years and what we have tried to accomplish with our last 5-year plan (1996 – 1999), this document is also an excellent prolog to what we hope to accomplish with the next 5-year plan (2000 – 2004).

The sample fliers, publicity documents, press releases, and color reproductions of our web pages which are listed at the end and were in the original submittal to *Library Journal* are not included here, but special thanks needs to be given not only to Debra Futa but also to Nancy Korpala, Coordinator of Main Library Public Services and Becky Bahu, Coordinator of Extension Services, for their editing suggestions; to Linda Broyles, Coordinator of Networking Services, for the final edit of the document, for helping to organize the document and reproduce some of our web pages; to Nancy Ten Broeck, Coordinator of Publicity, and her staff, Theresa Tepe, and Joni Patterson for preparing the fliers and press releases that accompanied the submittal, and to Emily McKnight, Secretary to the Director and Assistant Director, who got it off to *Library Journal* in time to make the deadline.

Although we were not honored with the *Library Journal* award for “Library of the Year,” we certainly must have come very, very close based on what this public library and its staff have accomplished. Our efforts did rank our library as the **second** Best Public Library in the United States serving populations of 100,000 to 250,000 and the **third** Best Public Library in the U.S. of all public libraries serving populations of over 100,000 based on our library’s overall national score (see the September 1999 issue of American Libraries magazine).

Congratulations to all staff members for a job extremely well done!

Donald J. Napoli, Director

Application for Library of the Year Award

ST. JOSEPH COUNTY PUBLIC LIBRARY

St. Joseph County, Indiana
1999

BACKGROUND/HISTORY

The St. Joseph County Public Library has been in existence since 1888 and, like all libraries, has seen enormous changes in the way we serve our clientele. We serve eight townships in a thirteen township county and are located in the north central portion of Indiana with Michigan as the northern border of the library district. The total population served is 167,477 according to the 1990 census. The system includes a Main Library located in downtown South Bend, one area branch which serves a rapidly developing suburban area, four city branches serving primarily residential neighborhoods and two mini-branches which serve the small towns of Lakeville and North Liberty. A second area branch is currently under construction and will open in late 1999.

The governing body is an appointed seven member board composed of two appointees by the County Council, two appointees by the County Commissioners, two appointees by the South Bend Community School Corporation and one joint appointment by the presidents of the John Glenn School Board and the Union North United School Board.

Total annual operating budget for 1999 is \$10,659,989 which translates to a per capita budget of \$63.65. Circulation for 1998 totaled 2,096,065 or, 12.51 per capita.

The SJCPL of today really began back in the early 1980s when the long range plan at that time reflected director Donald Napoli's vision to meet and anticipate the wants and needs of most people in the service area. With that goal, the library began a program of demand buying, purchasing multiple copies of popular materials and using face-out display shelving for attractive displays of new materials. It was a radical change. Over a period of several years, the budget for library materials was increased from 8% to 20% of the total budget. Programming was also emphasized with a new staff position created to increase and manage public programs. Don Napoli believed if a library purchased the right materials and merchandised them correctly, the public would support the library. He was right. Circulation during that period increased from 812,000 in 1977 to over 2.5 million in the mid-1990s.

During the 1980s and into the early 1990s, the library also began a period of construction and expansion. Four new city branches opened in 1983 to replace four outdated leased facilities and two-mini branches opened in towns which previously had little or no library service. The Main Library was completely renovated with an additional 39,000 square feet and was rededicated in late 1992.

RECENT DEVELOPMENTS

In 1994, a new long range plan was launched with a different emphasis. This plan outlined a new primary role and two secondary roles. Our primary role moved from that of a popular materials library to an information hub. The vision was to create proactive services which included reaching outside Library walls to offer the latest in technology and improve access to information. In the Long Range Plan, we pledged to support the following ideas:

* To formulate a strong commitment to information access for all clients, recognizing the diversity of needs within the Library's service area.

* To develop an innovative client-centered plan of service which anticipates and adapts to the changing information needs of the community.

*To encourage and welcome changes in technology as an avenue in providing the most current, cost effective information delivery.

*To lead in offering the community a hands-on introduction to the most recent technological developments in the gathering and disseminating of information.

One of the Library's secondary roles was that of the Preschoolers Door to Learning. We believed preschoolers were one of the most unserved populations in our service area, and we included goals which focused on delivery of services to children from birth through age five.

Finally, we continued in our focus as a popular materials library which emphasized anticipating demands on new titles and buying multiple copies of in-demand items

TODAY

Today we continue to build on those same foundations. We recognize collections are still a very important part of what we do. However, it is no longer enough to buy a wonderful collection of material and hope people will come to use it. Libraries have become much more than book storage places. SJCPL is still committed to serving its community, but our services have evolved along with the many changes in technology and society. When we think about how we serve the public in 1999, we believe the following statements reflect our current efforts and we believe they also reflect the criteria used to select the Library of the Year.

I. The Library Should Be a Gathering Place with a New Emphasis on the Whole Library Experience.

In 1999, the community needs places to be able to gather for meetings, programs and discussion groups. When our branches were originally built in 1983, the emphasis was on quick service. People stopped in for information or recreation, got what they needed and left. Our vision of places to gather has changed.

Centre Township Branch

We are currently in the process of building a new area branch in the southern end of our district. Because the branch is designed to serve a larger geographical area, it will be larger than our neighborhood branches. The design process was ground-breaking for us and reflected the combined creativity of the architects, the Library Board and a cross-functional group of staff to design the best possible building. The team met for several months and used a variety of techniques to produce a finished building program. We were fortunate to develop a working relationship with an architect who truly respected the staff as partners in the process. We were also determined to get public input and when community meetings failed to bring in numbers of people, we ran focus groups for both adults and children.

The vision statement for Centre is “Access, Discover, Inspire, Enjoy.” All the concepts in the branch were tested against the vision statement and went through the team process. As a result, Centre Township Branch will be like no other branch in the system. We’ve tried to envision a branch which works for people in the way they want and need it to work. Whether people are in a hurry or want to chat, whether they like self service or need lots of help, whether they want a pleasant place to read or have a meeting or attend a program, Centre is designed to serve all those needs in innovative ways.

Access in the physical sense means attention to entering and exiting as well as all the handicapped considerations. We don’t just want to meet minimum standards; we want true ease of access for the disabled. Access also means ease for mothers with young children and for those in a hurry. Because of those considerations, Centre will have a drive-up window. Access will also mean increased hours which were requested in the focus groups.

For folks who want to stay awhile, Centre also has a fireplace area for quiet conversation or reading, nooks for curling up with a good book and a cafe for coffee and snacks. Because we wanted people to feel comfortable about staying, we created vistas with the courtyard and a butterfly garden.

Nature is an important element in the branch. Because of the rural setting, the staff wanted to bring nature into the branch as much as possible. The “look” is that of a modified barn, a true Indiana tradition, with the fireplace alcove in the silo. Several garden areas including an outdoor courtyard with seating for programming and a butterfly garden placed directly in front of large windows are also present.

Technology has not been neglected. All tables and carrels are wired for Internet access. Besides the normal complement of full-sized workstations, our intention is to loan laptop computers in-house so our customers can search the Internet while they sit on the sofa or in front of the fire. Self-checkout will be available for people who like self service.

The Children's area has a camping theme with tree shaped columns rising to the ceiling, a tent to read in and a table for making nature rubbings. The domed ceiling in the children's area will have a night sky with fiber optic light effects for stargazing.

We wanted to involve the community heavily in their branch and began by inviting them to participate in the groundbreaking ceremony. On a cold, rainy day in October 1998, over 200 people came to look at the plans and toss a few shovels of dirt with us.

Centre is one of the most exciting capital projects we've ever undertaken for many reasons. It has been a true partnership with the architects, designers, Library Board and staff to come up with this creative exciting place to serve the public. Our hope is to be able to evaluate some of the new concepts and duplicate them at our other agencies. The other effort we plan to duplicate is the team process in decision making and problem solving. Other departmental design projects are in the works and we hope to use this process in all of them.

Public Programs

Over the past few years, we have seen a surge in programs for the public. Many of the most familiar library programs are being presented with a new twist which has rendered them more viable for today. Programming is also being coordinated on a more systematic basis. A craft series, for instance, might be given at several locations to promote various branches and generate neighborhood interest. In 1998, we presented almost 1,800 programs which nearly 45,000 people attended.

***Science Alive!**

In 1999, over 7,000 people attended what has become an annual event at SJCPL. Exhibitors from all over the area come to demonstrate and explain all kinds of science. Hands on exhibits are the norm along with program presenters scheduled in the auditorium throughout the day. Science Alive! has become so popular, a second day is now scheduled with a specific focus on at-risk children who arrive on buses for a half day of activities. Five of our seven branches also offer kick-off programs the week before Science Alive! to kindle more interest.

***Kids Create**

The third floor of the Main Library becomes a colorful festival for the month of March as we display local artworks by Children. Opening night of the exhibit is a dress up event with refreshments and flowers given to participants as they view works of art. Last year, over 1,000 children participated in this program.

***Families Read Together**

Our summer reading program has turned into a family fest where everyone gets to participate. Families read 2 hours a week to win rewards from other local attractions like the local baseball games. The Library gets into the act as well with free movies and popcorn for another family activity. The summer fun concludes with a Fun Fair in the Library's parking lot. Families are treated to a variety of games, performances, balloons and refreshments.

***Ghost Story Contest**

Almost 1,000 children annually enter our ghost story writing contest. Children have told us stories of writing for weeks before submitting their entry. This event is co-sponsored by the local newspaper who donates prizes and publishes the winning stories. Grand prize winners are also posted on the Library's web site where they are accessible to the world.

***Reading Under the Stars**

Local celebrities like the mayor and TV and radio personalities read their favorite children's story. This event, which started at the Main Library, has since expanded to all the branches.

***Low Income Tax Assistance**

Both a partnership and a program, students from St. Mary's College and the University of Notre Dame provide free tax assistance at four library locations for those with gross income levels of \$30,000 and under. A second program with tax counselors provided by AARP provides assistance to senior citizens.

***Family Story Hours**

Tutt Branch offers a family story hour involving children from four through twelve and their parents. The series is titled Tutt's Treasures and features stories, poetry, music and crafts.

***October Mystery Month**

During the month of October, the Main Library sponsors a Mystery Short Story writing contest. With categories for both adults and teens, promising new authors vie for prizes and the opportunity to have their story posted on the Library's web site. Awards are presented at a special program featuring a mystery author as the guest speaker. Speakers have included Sara Paretsky, Jeanne Dams, Loren Estleman and Terence Faherty.

***Book Discussion Group**

During 1998, the main Library began a mystery book discussion group which meets monthly. The group has evolved away from the mystery genre and now discusses all types of fiction, from traditional classics to "Oprah's books."

***Flashback to the Seventies**

In an effort to get the neighborhood businesses and residents re-involved with the community and the library, LaSalle Branch held a Seventies program outdoors last August. Businesses contributed refreshments and prizes. One local clothing store even held a sidewalk sale to help publicize the event. Car owners entered their '70s vehicles in a car show and local news celebrities judged a '70s costume contest. A live band played music from the decade and ongoing activities included a trivia contest, displays and a craft program. As an additional incentive to bring people back to the inner city, the branch offered fine amnesty and free replacement of lost library cards.

II. Become an Introductory Site for New Technology

This goal is an important piece of our long range plan for the 1990s. The premise is based on our belief that a new responsibility in public libraries is to introduce the public to new technologies as they emerge and provide a non-threatening and affordable place to learn new skills. We believe the Library will be the place to get acquainted with new products, and learn how to use new technology to improve job skills or life skills.

Discovery Stations

Main Library Audio Visual, Children's Room and the Francis Branch have computer work stations equipped with a variety of applications software and networked to a printer. The AV Department charges \$3.00 an hour for these stations where people come to prepare resumes, type term papers, do desktop publishing, or create spreadsheets and databases. Children's computers are free of charge and offer a wide variety of learning software.

CD-ROM Software for Loan

Main Library and the Francis Branch stock a variety of CD-ROM products for loan. Items are loaned for 3 weeks with a limit of 4 per household.

Internet Stations

SJCPL has increased public access Internet workstations for the public from an initial 3 in 1995 to 63 today. These stations are in constant use.

Public Internet Training

On alternate Wednesdays and Saturdays, staff present hands-on Internet training. In-depth sessions on topics such as HTML or how to create your own web page are presented at a separate time. Special arrangements are made for groups to have the building to themselves for training purposes. These "early entry" days have proven popular with local service and education agencies such as IVY Tech and the Center for the Homeless.

III. Establish Partnerships to Help Accomplish Our Goals

Readmobile

The Readmobile project operates with the cooperation of the local school system. The Readmobile, with Garfield on its sides, goes directly to three public elementary schools with high concentrations of at-risk children in grades one through three. Its goals are to introduce children to books and to encourage those children to read and use library materials. The dedicated staff of three who manage the Readmobile currently serve over 700 children in these three grades. They do all the registration and circulation, answer reference questions and manage to tell a story to each group of children. The project, in its three year history, has been a success with children and schools alike. In summer, the Readmobile visits parks, summer schools, fairs and festivals to promote the library and check out materials.

Deposit Sites

The Library maintains deposit collections in six inner city neighborhood centers in the community. Two library employees visit the sites once per week to check out materials, tell stories and, on occasion, provide craft programs.

Literacy Partnerships

SJCPL maintains a partnership with the Literacy Council and the Adult Basic Education Department of the South Bend Community School Corporation to promote literacy. Our role includes developing the collection, and providing computer equipment and software programs used by literacy students and their tutors. Our staff is trained to handle all the tutor/student matching in the area literacy effort.

Chamber of Commerce

Besides bringing Stephen Covey's 7 Habits program to our own staff, the Library has partnered with the area Chamber of Commerce to host and facilitate workshops for other interested residents. A community steering committee with Don Napoli as library representative, has also been formed to promote workshops to the community.

Michiana Freenet

The Library provides office space and a staff liaison for Michiana Freenet, a community-based electronic service linking individuals and organizations. Two library employees are on the Freenet Board as well.

Community Connection

Community Connection is a library-generated database of over 1,200 service agencies and clubs. Mounted on the Library's web site, it is searchable by agency name, subject and description of services. Customized searches and lists may also be generated. The database is used by both staff and public.

Homework Tutoring

SJCPL matches Holy Cross College students with students in the community from grades 3 through 8. Most tutor/student pairs use library facilities for their work and it is not uncommon to see many tutoring pairs spread throughout the library after school. On the average, over 400 tutoring sessions take place per month. A second tutoring effort is taking place at the LaSalle Branch Library where honor role students from the local high school tutor other students from area elementary and junior high schools.

Check Out a Museum

In conjunction with 3 area museums, SJCPL offers family passes which may be checked out for a day. These passes offer free admission for a family of up to 6 people and are good for The Northern Indiana Center for History, The College Football Hall of Fame and The Studebaker Museum. The passes recently saw their first year of service and were renewed for a second year.

Library Discovery Class

This program is a joint offering by SJCPL and the South Bend Community School Corporation. Students register through the school system and meet in the library for 10 sessions. They work on GED preparation, basic skills and life skills and, in the process, learn how to use library resources.

Woman to Woman

LaSalle High School and the LaSalle Branch are co-sponsoring this multi-functional event to celebrate Women's History Month and target women and at-risk girls in the service area. The idea is to inspire women of all ages, races and backgrounds by bringing them together for an inspiring evening of entertainment. Included in this event is a poetry contest with winners reading their poems, a guest speaker, choir performance, informational tables and art display.

Homebound Service

We provide books and other library materials to individuals unable to come to the library. This service partners with area volunteers and nursing homes to serve approximately 180 people per month.

TV Commercial

In cooperation with a student from Rosary college working on a library science project and local CBS affiliate, SJCPL created a commercial sponsored by various local businesses to highlight the programs in the Special Services Department.

Cluster Libraries for Automated Services

SJCPL is the host computer site for three other public libraries: Mishawaka-Penn, Bremen and Plymouth. Database information for all four library systems resides on our main frame computer and SJCPL staff provide technical help with problems and installations. Each library prints its own overdue notices and contributes to the bibliographic database.

IV. Develop an Effective Staff

Approximately three years ago, it became clear we might be neglecting the staff component in all of this. In order to accomplish some of the very ambitious plans we were forming, we needed to get the staff to begin to think in different ways. We also wanted to work on developing a comfort level in dealing with the constant change all libraries experience. Many of the changes which affect our services today have come about because we made the decision to spend considerable time and resources on our staff.

One thing we have learned during all the initiatives we've taken on is that real change is a slow process. It has been almost three years since we first started the 7 Habits program. Each type of training we proceed to do builds on that initial workshop and must be compatible with the principles outlined in the 7 Habits. We have come a long way from the organization we were three years ago but there is still much to learn.

7 Habits of Highly Effective People

Steven Covey's program deals with change on an individual level as well as an interpersonal one. All library staff members (except for student shelvers) participate in a 3 day workshop facilitated by Administrative staff who have been trained as licensed facilitators. We have also developed refresher sessions to keep the principles alive. The 7 Habits program deals with changes in self and organizations and emphasizes the need for empathic listening, cooperation and valuing diversity. Many of the changes in our organization are happening in small ways as a result of 7 Habits training. When teams are formed to focus on projects or problems, the teams concentrate on synergy and win-win outcomes. While a library system is always a work-in-progress, 7 Habits has helped in beginning to make our employees comfortable with that progress. We are continuing to make changes toward more participative leadership.

Meyers-Briggs Type Indicator

Once the 7 Habits program was underway, we decided to have staff members participate in a one day seminar on Meyers Briggs. This was done so non-threateningly for the staff, it became an aid to understanding and valuing other people in work groups and the organization. Follow-up sessions on Meyers-Briggs were held with work groups to promote a deeper understanding.

Inside the Magic Kingdom

Administrators and supervisors have just finished several discussion groups focusing on the book Inside the Magic Kingdom which explains the Disney corporation's concept of customer service. Disney is so enormously successful with its service philosophy, we wanted to see what we could adapt to library service. The discussions have caused people to begin looking at our service philosophy in new ways. Small changes are beginning.

Staff Trainer for technology

A staff survey told us people wanted and needed training in technology-based products to develop a comfort level with the new tools and software packages. In 1998, we created a trainer position whose job it is to develop and implement in-house training on a variety of topics. Because we also found it was difficult for branch and even departmental staff to take the necessary time to attend training sessions, the trainer, in addition to formally scheduled classes, also creates customized training presented on location for a department or branch. Lastly, the trainer presents the in-depth Internet classes to the public.

Intranet

The Intranet was developed to ensure our employees have equal and readily available access to library information. All department and branch employees have been trained to use the Intranet and are encouraged to check it on a regular basis. Examples of the content include policy manuals, employee health insurance information, training schedules, library board agendas, internal job announcements, library memos and a separate category for online news which offers late-breaking information of interest and value to the staff.

Cross-Training

In 1998, SJCPL began a cross-training program to increase understanding between branch and Main Library staff. Full time professionals and paraprofessionals from branches were paired with staff members from Main library for a requisite number of hours. Branch staff reported deeper knowledge of technology while Main library employees came to have a deeper appreciation for the diversity a branch deals with. Follow-up survey comments were favorable and, with some modifications, the project is continuing this year with plans to include the clerical staff at all agencies.

V. Create and Maintain an Effective Web Presence

First Public Library to Offer a Web Server!

In March of 1994, SJCPL became the first public library in the United States to publish a homepage on the World Wide Web. We didn't even realize we were first until at a later date but it was still a proud moment for us. We were amazed at that time how easy it was to make information available. The possibilities seemed limitless then and still do as our web site continues to grow.

In-House Database Creation on Web

SJCPL has created a number of in-house database products which are available on the Internet. While the Community Connection is discussed elsewhere in this document, other databases include a searchable index to the South Bend Tribune's metro section. Over 32,000 articles have been indexed since the service started in 1990.

Conversion of our necrology file is also taking place in the Local History Room. This is still a work in progress with obituary files from 1920 through 1950 currently complete.

Another recent addition is the Service Notes database. These are actually two databases covering World War II, the Korean War and the Vietnam war. The South Bend Tribune published location information concerning names of draftees, and those who entered service, were promoted or relocated.

Finally, SJCPL still maintains a database of public libraries with Web Sites. This database has been especially useful to other libraries.

Leased Databases

SJCPL has replaced a CD-ROM network with web versions of leased databases, thereby making access to these products available to all library agencies and those with computer access to the Internet. Current products include Britannica Online, Electric Library, General Business File, UMI's Full-text Newspaper Database, College Catalogs Online and EBSCO host.

In-House Webmaster

In order to maintain our web site and keep up with the changes on the Internet and Intranet, SJCPL has one staff member who performs Webmaster duties along with training and Michiana Freenet responsibilities.

VI. Encourage People to Use Library Materials for Enjoyment and Information

This initiative addresses the popular materials role we have always fostered. In recent years, the library experienced a drop in circulation due to a change in loan periods, the loss of reciprocal borrowing from area libraries and a change in overdue fees. When circulation continued to fall one year after all the changes took affect, we took a hard look at our buying patterns and renewed our emphasis on demand buying.

We increased the number of copies to compensate for our new, longer loan period while maintaining the budget allocation for materials at 20%.

Displays and marketing became more important. Money was allocated to buy display materials and our employees had fun thinking of new display techniques and themes. One visitor recently told us, "It looks like a Barnes and Noble in here!" We took that as a compliment. We also take pride in working very hard to ensure new titles are on our shelves at the same time they are on the shelves at the bookstore.

During the same period video circulation also fell, so last fall we eliminated user maintenance fees on children's and non-fiction videos and saw the circulation increase by 30%.

Circulation is now edging back up. Because of developments in technology, we may never enjoy the huge circulation increases we experienced in the 1980s and early 1990s. What this means to us is we must try to be more creative in getting people to read.

VII. Instill a Love of Reading and Books at the Earliest Possible Age

Since one of our roles in the 1990's focuses on children from birth through age five and their caregivers, we have begun several initiatives which serve that population. A committee consisting of a preschool project manager and children's services employees from all over the system meet to fulfill the preschool initiatives. These include:

B.I.B. program

In 1998, the Library, in cooperation with area hospitals, began a program titled Bringing Infants Books (or B.I.B.) Attractive door hangers with library locations and phone numbers are given to all hospitals for distribution to new mothers. Photo frames are mailed by the library to families with newborns. Attached to the photo frame is a coupon which can be redeemed at the library for a packet of library materials, a bib and a board book. During the first three months of the program, we have seen an 11% return rate on the coupons.

Story time bags

Story time bags are canvas tote bags which contain 10 items geared to a preschool theme such as animals, birthdays, summer, etc. Each bag, in addition to books, includes a read-along tape and video on the theme as well as suggestions on how to use the stories. Three hundred and fifty story time bags have been developed and are available for checkout at each library location.

Preschool Web Page

On the Children's Room Home Page is a link which guides the user to a Preschool web page. This page explains some of the programs we offer including lapsits and story time bags.

Lapsits

Lapsits have been developed specifically for parent/caregiver and child interaction. Children from birth to 24 months are included and exposed to activity songs, nursery rhymes, lullabies and, of course, books.

Daycare outreach visits

Each library agency is responsible for a minimum of two outreach visits per month to a daycare provider or Head Start. These visits help the frequently changing staff of the care providers become aware of library services, storytelling techniques and the story time bags.

THE FUTURE

We are beginning a new long range plan cycle which promises to be the most exciting yet. We are following the PLA planning process and have asked for and are receiving valuable input from the community. The planning cycle will take us past the year 2000 and into the next millennium. We believe we have come far but still have much to learn. Therein lies the challenge and the excitement and the fun. There will undoubtedly be more outreach, more partnerships and an exploration of more innovative ways to deliver services, including more customization of services. Our future lies in continual learning. When we can discover and deliver what the customer wants, often before he or she knows it, we will have succeeded.

Appendices

- Appendix 1: Gathering Place: Centre Township Groundbreaking packet and clipping
- Appendix 2: Gathering Place: Public Program Information
- Appendix 3: Introductory Site for New Technology: Public training information
- Appendix 4: Partnerships: Program fliers
- Appendix 5: Develop an Effective Staff: 7 Habits web site, Training schedules, Intranet page
- Appendix 6: Web Presence: Web pages
- Appendix 7: Library Materials for Enjoyment and Information: Display photos
- Appendix 8: Instill a Love of Reading and Books at Earliest Possible Age: Preschool materials
- Appendix 9: Misc. program and program schedule
- Also included: Bringing Infants Books (B.I.B.) packet
Library commercial on videotape