# DECATUR PUBLIC LIBRARY BOARD OF TRUSTEES AGENDA

# March 11, 1997 5:30 p.m.

- I. Call to Order Shirley Moore, President
- II. Approval of Minutes
  - A. Meeting of February 20, 1997
- III. Communication from the Public
  - IV. Purchase of real property--CLOSED SESSION
  - V. City Librarian's Report
    - A. Report from John Moorman
  - VI. Reports of Committees
    - A. Personnel, Policy, and Public Relations
      Committee
      - 1. No Meeting
    - B. Finance and Properties Committee
      - 1. Approval of bills for February 1997
      - 2. Meeting of March 11, 1997
    - C. Rolling Prairie Library System
      - 1. Report on March 1997 RPLS Board meeting
    - D. Friends of the Library
      - No Meeting
    - E. Foundation
      - No Meeting
- VII. Serving our Public: Standards for Illinois Public Libraries
  - A. Chapter VII
- VIII. Old Business
  - IX. New Business
  - X. Adjournment

# DECATUR PUBLIC LIBRARY BOARD OF TRUSTEES February 20, 1997

#### I. CALL TO ORDER

The meeting was called to order at 4:30 p.m. by Shirley Moore, President. Members present: Mrs. Moore, Mark Gibson, Janice Lambert, Mary Lee, Judi Moss, Russell Reimer, and Ellen Spycher. Absent: David Pritts and John Stengel. Staff present: John Moorman, Carolyn Jensen, and Linda Humphreys. Others present: Ed Booth.

#### II. APPROVAL OF MINUTES

The minutes of the meeting of December 12, 1996 and January 9, 1997 were approved as mailed.

#### III. COMMUNICATIONS FROM THE PUBLIC

No one from the public addressed the Board.

#### IV. OLD BUSINESS

Mrs. Lambert made a motion to adjourn to closed executive session to discuss collective negotiating matters. The motion was seconded by Mrs. Moss and unanimously carried on roll call vote. The Board went into closed session at 4:35 p.m. The meeting was re-convened at 5:03 p.m.

Mrs. Spycher made a motion to adjourn to closed executive session to discuss the purchase of real property. The motion was seconded by Mrs. Moss and unanimously carried on roll call vote. The Board went into closed session at 5:03 p.m. The meeting was re-convened at 5:28 p.m.

#### V. CITY LIBRARIAN'S REPORT

The City Librarian's report was previously mailed.

Mr. Moorman reported that the 3M self-check machine will be ordered soon.

# VI. REPORTS OF COMMITTEES

Personnel, Policy, and Public Relations Committee: The committee has reviewed the proposed bloodborne pathogen policy. Ms. Lee made a motion to approve the policy as presented. The motion was seconded by Mrs. Lambert and unanimously approved.

Mr. Moorman reported that plans for the Nims computer training center are proceeding. The Friends have agreed to pay for new

furniture. Mrs. Moss made a motion that the library provide financial support for the project if needed. The motion was seconded by Mrs. Spycher and unanimously carried on roll call vote.

Mrs. Moss reported on Mr. Moorman's proposal to reorganize the administrative office. Mrs. Lambert made a motion to reclassify the current Library Administrative Secretary to Office Manager. The motion was seconded by Mr. Gibson and unanimously carried. Mrs. Lambert made a motion to approved the revised job description for Library Administrative Secretary and proceed with filling the position. The motion was seconded by Mrs. Spycher and unanimously carried.

Finance and Properties Committee: Ms. Lee made a motion to approve the bills for December 1996 and January 1997. The motion was seconded by Mr. Reimer and unanimously carried on roll call vote.

Rolling Prairie: The January meeting was cancelled. Mrs. Spycher was not able to attend the February meeting.

Friends of the Library: The Friends are working on new banner designs. Teena Zindel-McWilliams is the new president.

Foundation: The minutes of the meetings of January 7 and 21, 1997 were reviewed.

# VII. SERVING OUR PUBLIC: STANDARDS FOR ILLINOIS PUBLIC LIBRARIES

Chapters IV, V, and VI were reviewed.

#### VIII. OLD BUSINESS

Mrs. Spycher made a motion to approve a contract with Nims and Associates for 40 hours per week of computer support during the coming fiscal year. The motion was seconded by Mr. Gibson and unanimously approved on roll call vote.

#### IX. ADJOURNMENT

Mrs. Moore adjourned the meeting at 6:25 p.m.

Respectfully submitted,

Judi Moss, Secretary

Judi Mass

Decatur Public Library Board of Trustees

# STATISTICAL REPORT February 1997

# TECHNICAL SERVICES

New book volumes added: 1,091
New book titles added: 634
AV titles added: 111
Volumes withdrawn: 783
Books mended: 957

# PERSONNEL ACTIVITY:

2/10/97 Paul Miner hired for Building Custodian (1/2 time)

2/20/97 Linda Humphreys reclassified to Office Manager

**CURRENT VACANCIES:** Library Administrative Secretary

COMPUTER DOWN-TIME FOR MONTH: 0

<u>NEW PATRONS REGISTERED</u>: 577 main + 38 extension = 615 total

PROFESSIONAL ASSISTS: this 12 months to date: 70,315

last 12 months to date: 69,854

PATRONS IN THE BUILDING: this 12 months to date: 357,251

last 12 months to date: 346,339

<u>VOLUMES PURCHASED</u>: this 12 months to date: 22,523

last 12 months to date: 18,038

**VOLUNTEERS:** 28 volunteers worked 200 hours

# DECATUR PUBLIC LIBRARY

# Monthly Circulation Statistics

# February 1997

Location	February 1997	February 1996	% Change
CENTRAL LIBRARY, PRINT			
Adult	25,073	26,824	-6.5
Young Adult	1,187	1,415	-16.1
Children's	12,828	13,817	-7.2
TOTAL	39,088	42,056	-7.1
EXTENSION PRINT			
Bookmobile 547	0	0	
Bookmobile 548	6,984	9,221	-24.3
Bookmobile 549	3,384	3,184	6.3
Outreach	1,195	728	64.2
TOTAL	11,563	13,133	-12.0
TOTAL PRINT	50,651	55,189	-8.2
NON-PRINT			
Videocassettes	7,389	6,855	7.8
Audiocassettes	3,075	3,067	0.3
Recordings	2,311	2,022	14.3
TOTAL	12,775	11,944	7.0
Extension Non-print	831	875	-5.0
TOTAL NON-PRINT	13,606	12,819	6.1
Renewals	659	981	-32.8
TOTAL CIRCULATION	64,916	68,989	<b>-</b> 5.9

# DECATUR PUBLIC LIBRARY

# 12 Month Circulation Statistics

# February 1997

Location	Current Year	Last Year	% Change
CENTRAL LIBRARY, PRINT			
Adult	287,740	292,326	-1.6
Young Adult	15,381	17,140	-10.3
Children's	158,959	169,319	-6.1
TOTAL	462,080	478,785	-3.5
EXTENSION PRINT			
Bookmobile 547	0	20,686	-100.0
Bookmobile 548	82,882	85,813	-3.4
Bookmobile 549	35,473	29,934	18.5
Outreach	10,039	9,648	4.1
TOTAL	128,394	146,081	-12.1
TOTAL PRINT	590,474	624,866	-5.5
NON-PRINT			
Videocassettes	77,676	73,963	5.0
Audiocassettes	34,998	35,992	-2.8
Recordings	24,398	22,755	7.2
TOTAL	137,072	132,710	3.3
Extension Non-print	10,315	11,583	-11.0
TOTAL NON-PRINT	147,387	144,293	2.1
Renewals	10,467	10,835	-3.4
TOTAL CIRCULATION	748,328	779,994	-4.1

2225 South Franklin Decatur, IL 62521 March 9, 1997

Mr. John Moorman Decatur Public Library 247 East North Street Decatur, IL 62523

Dear John:

Just a note of thanks for the excellent help and support I have received from the staff of the library's Children's Department. Katie Gross and Joyce Robinson, particularly, have gone out of their way on numerous occasions to assist me with any questions or needs I might have in conjunction with my work in children's literature.

I also had the delightfully memorable experience of hearing Katie do a presentation on recent children's books at a meeting of the Women In the Arts organization. What an outstanding job she did! I will remember her readings for a long time.

It seems to me that we are indeed fortunate to have such kind, knowledgeable and enthusiastic people working with Decatur's children. Many thanks for your leadership in providing this quality of assistance.

Yours truly,

Sara A. Wooten

Sara Mooten

422 - 4240

The new library is never "finished" when the doors open; it has to be constantly adapted to meet changing demands

# Beyond the Blueprint

By Peter Booth Wiley

CONCENTRATED RUSH of library construction saw seven major North American cities build or renovate central facilities in the past six years. Chicago led the charge in 1991 with the Harold Washington Library Center, followed by the renovation



and expansion of the Los Angeles Public Library Central Library in 1993, new buildings in Denver, Phoenix, San Antonio, and Vancouver in 1995, and the completion of San Francisco's New Main in 1996.

Each opening has created its own unique set of challenges from the predictable—how to deal with the rapid increase in patronage—to the unexpected—where to put caterers. But they all represent a quantum leap in the sophistication of library facilities and services.

It usually takes about a year to deal with the most visible challenges, but any new facility demands continuous adjustments that may stretch on for much longer. "You aren't really finished the day you open the building. You aren't

finished a year later. You may never finish," said Betty Gay Teoman, director of the Central Library in Los Angeles. In fact, the most effective new buildings are those that are designed as living entities that can be continually adapted to changing demands.

Coping with the crowds

Every librarian interviewed pointed to an instantaneous, huge increase in patronage as the most dramatic change to which those who open a new building must adjust. In Vancouver, library use doubled at the new central library. "Exactly what we predicted," said Library Director Madeline Aalto. In San Antonio the number of customers jumped from 800 a day to 3000. San Francisco's

use tripled to 9000 a day. Phoenix experienced a more modest increase going from about 1700 patrons a day to 2500 in its first 16 months.

All the libraries planned for the patron onslaught, but in both Denver and San Francisco, estimates of new users turned out to be too low. Denver had to assign additional staff to checkout lines until the numbers stabilized. On weekends when patronage was highest, Denver put a manager in charge of assigning staff so that no patron waited more than seven minutes in a checkout line.

San Francisco's building program projected 5000 visitors a day, according to Kathy Page, chief of the New Main. Instead patronage jumped to 9000 a day after the opening. In San Francisco the move from an 80-year-old, earthquakedamaged facility that had reached capacity in 1944 released pent up demand for library services. By the summer of 1996, there were long lines at checkout desks and a serious backlog in reshelving books. During the most difficult time it took more than a month to get returned books back on the shelves.

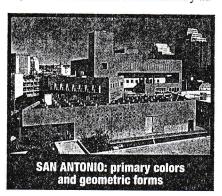
Dealing with the surge of patronage is undoubtedly the most nerve-wracking part of opening a major new facility. Ultimately (usually some time toward the end of the first year) the numbers level off and drop to something more predictable.

#### New uses for new libraries

There has been surprising demand for the nontraditional use of library facilities—especially meeting rooms—at a number of new buildings. People want to use the libraries for everything from elegant dinners to weddings and wakes. After the Harold Washington Library Center opened, the staff transformed a spacious, well-lit room on the top floor into the Winter Garden, which can be used both as a reading room and a banquet facility. San Francisco's New Main has five meeting rooms and a new auditorium, which require a full-time community events coordinator and a policy limiting use by community groups.

"You build this beautiful public landmark, and you expect people to be excited about it and drawn to it, but you don't necessarily realize all the ways in which they will want to use it," said Anya Breitenbach, public relations manager for the Denver Public Library. In its first nine months, 45,000 people signed up to use Denver's public meeting rooms.

Peter Booth Wiley is the author of A Free Library in This City: The Illustrated History of the San Francisco Public Library and a member of the board of San Francisco's Friends of the Library "We totally underestimated how popular [the new meeting rooms] would be," said San Antonio Public Library ad-



ministrator Craig Zapatos. He had to hire an events coordinator to book rooms, oversee the fee schedule, and make arrangements for security, audiovisual aids, and caterers. The building was not designed to accommodate caterers so a stairwell is used as a staging area.

Los Angeles, which built a new auditorium in its renovated central library, was not ready for the heavy demand for its use, putting the library squarely in the space rental business. San Francisco is looking for additional

fee-based uses for its state-of-the-art, high-tech auditorium.

#### **Tourist attractions**

These new central libraries have broken dramatically with conventional neoclassical architecture. Their dramatic design departures and displays of public artwork have become big tourist attractions, making for a rapid increase in the demand

for docent tours, again something for which librarians have had to prepare.

Like the other libraries, San Antonio planned ahead for additional docent tours. It discovered that the vibrantly colorful building, designed by Mexican architect Ricardo Legorreta, was such a big drawing card that more tours had to be planned. In the first year, 12,363 people toured the library, while 16,199 children in 467 groups visited the children's department.

## Form vs. function

When the doors open, librarians find out if what looked good on a blueprint works well in three dimensions, explained L.A.'s Teoman. "The planning horizon is very long while the

library services and technology are changing very rapidly." Thus, there are no permanent answers, Teoman insisted. That's why space and flexibility are at a premium in building design. William P. Bruder, who designed the new Phoenix Public Library in collaboration with Manuel Ocina and McGraw/Baldwin Architects, tried to shape the structural frame of the building to maximize collection development. "We found that six inches of change in the grid could affect as much as 15 to 20 percent of the collection," Bruder explained. Phoenix's entire circulating collection was placed in open stacks on one floor so that it could be accessed and easily rearranged. Wiring hangs from the ceiling, giving the building an unfinished industrial look, but this arrangement facilitates changes in technology and reduces their cost (see "Phoenix's Arch Architect," p. 112).

In retrospect, Emelie Shroder, head of the Harold Washington Library Center, would have liked to have had more contact with the building's architects (Hammond, Beeby, & Babka) during planning, but she feels that they understood and anticipated many of the librarians' needs. At the architects' instigation, the building

was designed so that heavy floor loads for microform storage and compact shelving are distributed over several floors and the ends of the building, permitting increased storage in these areas. The use of subfloor



SFPL: a maze of special departments

wiring races has made it easier to redesign the use of interior space and accommodate changes in computer technology.

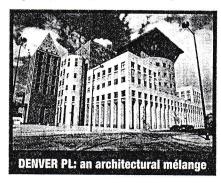
In the most important post-opening alterations of Chicago's Harold Washington Library Center, the technical services and library automation departments were moved into the building from a temporary warehouse facility. The Winter Garden was added, and the special collections area on the top floor was reorganized with the addition of another exhibit room.

"We were able to do this extremely quickly," Shroder explained. Because the building is a loftstyle structure, there are no load-bearing interior walls.

## Library as living entity

In buildings that need to be living entities rather than fixed structures, reorganization of space is inevitable. In the L.A. Central Library, the popular reading collection was first placed in a room on the second floor that turned out to be too large and too remote, so the collection has been moved to the first floor near the main information desk.

San Francisco is already working on reorganizing its circulating collec-



tion. It plans to hire a consultant to deal with the space limitations of the New Main and to reconfigure cramped and poorly lit staff work areas that often lack the basics, such as proper shelving. "A lot of architects who make these enormous statements forget about the people who work there," said Annette MacNair, an SFPL reference librarian.

Kathy Page wishes that she had anticipated problems at the New Main. The elevators were placed so that they are hard to find. The plans were too generous in the amount of space assigned to aisles in the open stacks—48" instead of the 44" required by the Americans with Disabilities Act. No one thought about what to do with skateboarders now that the New Main has made the cover of *Thrasher* magazine and been identified on the Internet as a prime skateboarding location.

## Space is the big S.F. problem

Even with a new structure that more than doubled square footage in the main library to 376,000 feet and increased shelving by 42 percent, lack of space is still San Francisco's most daunting problem. While the percentage of books on open shelves increased in the New Main, many old city records, runs of most periodicals from 1985 and earlier, and thousands of books includ-

LAPL PHOTO BY FOAAD FARAH; VANCOUVER PHOTO BY OI-LUN KWAN

ing a collection of rare books and the library's renowned sf collection have been relegated to a dank storage space that is part of Brooks Hall, a nearby convention center with underground connections to the library.

A large amount of space in the New Main is used by a central atrium and lightwells that bring natural lighting into much of the public space. The natural lighting adds to the comfort of the library's large work spaces, but many librarians have noted that the result is lack of space to expand collections and crowded conditions in nonpublic spaces.

#### Pressures on the staff

Part of the inevitable adjustment to a new facility is working with patrons to

understand how the building and its new technologies work. Clear signs and an easily deciphered building reduce the pressures on staff, something strongly emphasized by Bruder in his design of the Phoenix Central Library. But these work only to a degree. There is much to be explained in any new building: where collections are located, where to get library cards, where the restrooms are, how the online catalog works, what databases are available and how to access them, how to operate new microfilm readers, and how to tap into the Internet if it is available.

All these new libraries have a larger percentage of their collections in open stacks, and theoretically new computer systems increase the extent to

which libraries are moving toward greater self-service. "After a year, reference and directional questions actually decreased," said San Antonio's Zapatos.

The opposite occurred in Chicago, where the opening of the Harold Washington Library Center provided an opportunity to switch to a new computer system. Despite providing patrons with better access to electronic information, the business, science, and technology staff, for example, has grown from 25 to 32 in five years, and division Chief David Rouse has assigned eight people to work the reference desk where there used to be four.

The introduction of new technology brings a demand for a dramatic increase in both staff and patron training. Before the Harold Washington opened,

# Phoenix's Arch Architect

Tilliam P. Bruder, designer of the new Phoenix Central Library, is decidedly contrarian when it comes to the architecture of new central libraries. Chicago's Harold Washington Library Center, he said, is "about high theater," San Francisco and

PHOENIX CENTRAL: a popular bookstore culture

Vancouver are "about grandiosity and architectural caprice," while San Francisco's New Main is "a maze of special departments" like a Macy's that offers designer boutiques, an Armani collection here, a Nautique collection there.

"The architecture is about civic image, about exterior imagery rather than specific function," Bruder asserted. According to him a building has to be both pragmatic and poetic; it can't be either/or. When it comes to function, Bruder finds some of the new buildings "have resulted in schemes that are hard

to maintain and are divisive to the flow of operations."

The new Phoenix Central Library, Bruder boasts, is organized around "a popular bookstore culture of easy access." It has its poetic gestures, such as a 100'-high central lightwell known as the Crystal Canyon and a grand reading room on the top floor, which Bruder calls the "top of the mesa."

Bruder's central concerns, howev-

er, were cost and the patron's understanding of how to use the building. Thus sightlines are long and unobstructed, the floor plan is easy to follow, and the entire circulating collection is on open shelves in a reading room. Some of the more far-out design features, such as the sail-like awnings that hang down outside the building, are purely

pragmatic. The sails regulate heat and glare in a harsh desert climate.

Phoenix's interior has a raw industrial look with wires hanging down from the ceiling. These are an index of Bruder's commitment to building a flexible, low-cost structure. Subfloor wiring races are an acclaimed feature of both the Chicago and San Francisco libraries. They permit changes in wiring that will accompany changes in technology, such as the replacement of copper wire with fiber-optic cable. Bruder finds them too costly and says

they require furniture to be moved in order to change the wiring.

These kinds of design decisions allowed Bruder and his associates to build the \$43 million Phoenix Central Library for \$154 a square foot, substantially lower than San Francisco's \$239. Phoenix, of course, had no choice. It is not a book town, nor did it have a large support community that could be persuaded to go out and raise substantial amounts of money for the library.

In the end, Bruder hopes that the Phoenix Central Library will become a "new paradigm for a sustainable building" and "a role model for the community." The Phoenix model is certainly worthy of consideration in any community that needs a new library but faces both public and private funding constraints.

Bruder acknowledges that all the new central libraries "seem to be meeting great public acceptance because the public is starved on one level for library access." He attributes the new use of central libraries to the larger sociology of urban life. "Our community is starved for a public place, for a place to be seen and a place to interact," Bruder explained. In the 1950s there was the death of downtown and the rise of the shopping mall. More recently, discount stores and factory outlets are challenging the mall. These new retail outlets do provide satisfactory gathering places. As a result libraries and museums are once again becoming places for meeting and interacting. "As we go cyber," Bruder concluded, "we need places for public gathering."—PBW



# Equipment Purchase Proposal

## March 11, 1997

2 Canon DMP 500 Microfilm Reader Print Includes coin-op and furniture	ters @\$11,157 each \$22,3	14
9 Personal Computers @ \$2,000 each 5 for technical services 1 for administrative office 1 for assistant city librarian/heac 2 for downstairs network	\$18,0 d of adult division	00
4 Printers @ \$500 each 1 for downstairs get help desk 1 for main floor get help desk 1 for children's get help desk 1 for assistant city librarian/heac	\$ 2,0 d of adult division	00
1 carpet extractor for building mainte	enance \$ 2,0	00
1 NSS sweeper for building maintenance	\$ 1,1	00
1 upright vacuum for building maintena	ance \$ 5	00
Total Equipment Request	\$45,9	14

The five personal computers for technical services would upgrade five workstations to the 1998 OCLC workstation requirements. Four of the five personal computers currently in use in technical services would then be placed at get help desks throughout the library replacing dumb terminals currently in use. The fifth personal computer would be provided for the network specialist who does not currently have a personal computer at her workstation.

I am requesting this at this time as next year's budget does not contain adequate funds for needed equipment purchases. At the present time, I am projecting that this year's revenue receipts will exceed budget projections by \$ 54,540.00 and budget expenditures will fall \$ 53,000 short of budgeted amount.

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PAGE	i	REA E	27.691.32-	27,691,32-	96,818,31	96,818,31		22,348,48	18,775,41		00	362.41- 927.85- 928.84-	4		4,270.49-	4.270.49-		13,213,90-	13,213,90-	232	,654.24	2,886.93-	81,399,53									
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	1,422,875	,421.0	5,011.4	1,185,729	7,863.5	10	7,863.5	.7
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Outside Contacts	SLA3010 40000 DECATUR PUBLIC LIBRARY	α	EPORT OF EXPE	O F D E C A T U BNDITURES TO BUDGE	R FY 1996-9 FUN	7 ID 20 DECATUR	PUBLIC LIBB	PAGE 67
Million   Mill	DESCRIPTI	NNUA	XPENDITURE	EAR-TO-DAT XPENDITURE	Y-T-D UDGET	UNEXPEN	ENCUMBERANC	NENCUMBERED PRCN
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1000   1000	0 BOOKS AND PERIODICAL	40,00	2,870.	63,430.2	3,33	23,430.2	. 00	23.430.29-658.
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** DIVISION TOTAL ** 2,700.024   94.041.70   2,105.338.47   2,300.0655   655.485.08   32.076.79   623.408.74   77.77	1 BUOKS-EXTENSION ADUL 0 AV-PHONOBICS 1 MAG/PAPERS-MAIN ADUL 2 MAG/PAPERS-MAIN YOUT	1,50		756-2	6,455 6,666	1,500.00 93.76 1,061.63	0000	1,500.00 93.76 1,061.63-105.
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# Chapter VII Public Relations and Marketing

# Introduction

A public that is aware of all the services and collections offered by its library; a public that views its library as a positive, vital, and indispensable part of their life -- this is the ideal that can be achieved through an effective public relations and marketing program.

# Applicable Core Standards

- Core 1. The library offers uniformly gracious and friendly service to all users.
- Core 27. The library informs its service population about the collections and services available in and through the library.

# Supplemental Standards

- 1. The board, administration, and staff assess the library's image at least once a year with a "walk through."
- 2. Board, administration, and appropriate staff visit other libraries at least once a year.
- 3. The operating budget includes funds for public relations and marketing.
- 4. The library, employing a variety of means, markets its services within the library and throughout its jurisdictional area. These methods include but are not limited to newspaper articles; library newsletters; TV or radio announcements; posters or flyers; displays; and presentations to community organizations, businesses, and institutions.
- 5. The library considers persons with special needs when developing and delivering information about the library's collections and services.
- 6. The library develops strategies to reach those groups who do not use the library.
- 7. The Board, administration, and staff are encouraged to participate in community activities and organizations. Such participation is made possible through paid time (for administration and staff) and funding for participation.
- 8. Public relations and marketing efforts are coordinated by one member of the staff.

- 9. When reviewing and setting library policies, the board evaluates how the policies will affect persons within the jurisdictional population. Are the policies in the best interest of the persons the policies are intended to serve?
- The library includes public relations and customer service as part of the orientation of all new staff and board.
- The library builds on public relations and marketing efforts developed by the library system, state and national organizations, the State Library, and the community.

# **Evaluation Methods**

- 1. Statistics on library use (circulation, gate count, reference questions, program attendance, reciprocal borrowing patterns for the library's cardholders) and the percentage of registered borrowers can be indicators of how effective the public relations efforts have been. These statistics are used most effectively when a library compares its own numbers from year to year rather than comparing itself with other libraries. Procedures, rules and methods of gathering statistics vary among libraries.
- 2. A survey can determine if the public is aware of the services and collections that are offered by the library. Often a small, carefully targeted survey will provide more useable information than a long general survey.
- 3. Make a suggestion box available.
- 4. Query patrons about the way in which they heard about library programs or services.

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