Milestones are important and they should be celebrated. The Orange Public Library is excited to celebrate ten years of our expanded Chapman location and Orange’s library services over the decades. What makes this so special is you’re celebrating with us! Thank you for joining us.

A lot happens in ten years, and here at the Orange Public Library, that is an understatement. Please enjoy these pages detailing the services and accomplishments of this past decade. We are so proud to share them with you.

What a great community we have in Orange. While we are lucky to live, work, and play in Orange, it isn’t luck that makes this such a wonderful place. The community itself makes it great. The engaged neighbors and businesses here in Orange that support one another and the community at large is outstanding. We appreciate our role in building community and we enjoy the community’s support. We have a great library because the Orange community is our partner and we always strive to serve as best we can.

Thank you for celebrating with us and for helping us create an ongoing legacy. We can learn and more deeply appreciate today by looking back. It has been a great decade for the Orange Public Library . . .

Library Services Director,
Dave Curtis
Library Administration

Library Administration oversees the entire Library Services Department and provides planning, direction, and management to Library staff.

Our focus is you: giving excellent customer service, providing a welcoming space for every visitor, and listening and responding to the needs of our community.

Library Administration Overview:
- Budget
- Collaboration with City departments
- Community and Business Partnerships
- Facilities
- Grants
- Literacy
- Safety and Security
- Staff Development
- Volunteers

We also work closely with our Library Support Groups. These volunteers give us financial support and their valuable time while also acting as library advocates in the community.

Board of Trustees
The Trustees consist of five community members appointed by City Council. They support library goals and policies. The Trustees also act as library advocates to the community at City events such as 3rd of July, National Night Out, and Treats in the Streets.

Friends of the Orange Public Library
The Friends provide financial support to the library, primarily in the areas of collection development, programming, and digitization. The Friends raise funds through their Friends Bookstore at the Orange Public Library & History Center and through specialty book sales.

Orange Public Library Foundation
The Foundation provides financial support to the library, primarily in the areas of collection development and technology. The Foundation also presents innovative programs, such as STEAM for Teens, It’s Your Estate, and its annual Winter Documentary series.
Bringing state-of-the-art technology to Orange residents was a major focus of the Main Library Expansion Project. Technology enhancements included: fifty-four public Internet computers, children’s Early Literacy Stations with educational software, Wi-Fi access, self-check out machines, and an automated materials handling system (sorter) that automatically checks-in and sorts returned materials.

**Technology & Support Services Manager, Angela Scherer**

### Updates Since the 2007 Expansion and Grand Re-opening

**Laptops and Scanner:** The Orange Public Library Foundation (OPLF) donated 10 new laptops for in-house checkout to adults. OPLF also donated a public scanner that allows patrons to scan documents and email, transfer to smartphone/mobile device via QR code, or save to USB drive.

**Website:** The website underwent a major redesign that focused on electronic services for our patrons, and it debuted in January 2017.

### New Technology on the Horizon (2017 and beyond)

- New self-checkout machines with credit card acceptance (2017)
- New pay-for-print system that accepts credit card payment (2017)
- Online payment of fines and fees (2017)
- Wireless printing (2018)
- Upgrade public Internet and Wi-Fi to Gigabit speed (2018)
The Lending Services division (Circulation) is the heartbeat of the library. We provide efficient and friendly assistance to library staff, as well as excellent customer service to all library patrons. We provide public services which consist of new library card registrations, check-out and check-in of library materials, collection of fines and fees, and provide general information about the library and its services.

Lending Services staff members sort and re-shelve returned library materials and oversee library borrowers’ accounts. Renewal of materials are also handled at the Lending Services desk and can be conveniently accessed through our website, automated phone renewal system, or by calling the library during our open business hours. By accessing your account online, you are able to view due dates, place items on hold, and renew material, with a few exceptions.

In the last 10 years, the library has utilized technological advancements to help make our services more convenient and efficient for the public to use.

- The library implemented a courtesy email notification system where patrons are sent email reminders notifying them of upcoming due dates, overdue materials, available holds, and fines owed.

- Taking advantage of the digital media revolution, the library offers online eCards which grant instant access to our online resources such as Freegal, Rocket Languages, and much more!

The Lending Services division continues to evolve as community needs for technology, education, and service change and develop.

Lending Services Manager, Deniss Sok
The Orange Public Library & History Center reopened in April 2007 with new and expanded Children’s and Teen areas. Many new programs for babies, children, tweens, and teens were added to our weekly schedule.

Children’s Homework Center
The new Homework Center opened with seven computer stations, study carrels, and textbook resources for Kindergarten - 6th grade students to use daily from 3:00 to 5:00 p.m.

Steve Ambriz Story Time Room
The Steve Ambriz Story Time Room was created as a space for smaller volunteer-led programs and named in honor of Orange City Councilman Steve Ambriz.

Children’s Courtyard
The Children’s Courtyard was designed as an outdoor shared space for children and families to gather. They can read in groups, as during our volunteer-lead story times, or one-on-one with a parent.

Teen Zone
The Teen Zone includes nine computer stations, a lounge area, and teen fiction hardback and paperback collections.

Artwork in the Children's Library
Mosaic panels depicting classic stories that were designed in the early 1970’s line the path leading to the Children’s Library. The Children’s Library also features a crawl-through Orange and painting of an orange crate label along with paper mâché animal heads created in the 1990’s.
Adaptability, creativity and devotion: These are terms that best describe the last 10 years for the Adult & Branch Services division of the Orange Public Library.

Our division oversees adult services at each of our three libraries. The majority of our customer service efforts include helping patrons use our public computers, answering reference questions, helping with research and finding books, movies and music to checkout.

At the Orange Public Library & History Center the demand for space has skyrocketed—most popular are the study rooms and tables with power outlets for patron use. All three libraries have been involved in redesigns and furniture improvements to adapt to these changes, with glowing results. The one-desk model at Taft and El Modena Branch Libraries has proven to offer effective customer service.

With the popularity of the library as a gathering place for the members of the community, we have increased the number and types of adult programs. Voted the “Best Library in Orange County” by OC Weekly for 2016, much of the credit goes to adult programming, which includes unique offerings such as Coloring for Adults, Monday Mystery Book Club, and Ukulele Soup.

We have stayed on the cutting edge of technology, too. We now offer digital and downloadable magazines, books, audiobooks and music. Included in our services are Volunteer Tech Tutors, 1-on-1 Tech tutorials and Tech Talk Tuesdays, where all mobile devices & applications are welcome. People are so delighted to get their tech needs met here!

Adult & Branch Services: continuing exceptional service.
Local History

When the Orange Public Library & History Center opened in 2007, one of its new features was the second floor History Center and adjoining workroom. This dedicated space for research provides access to the history of the city, including books, documents, photographs, artifacts, genealogy websites, and online databases, featuring the library’s Digital Database and genealogy websites.

The library has undertaken numerous projects aimed at expanding the collection since the 2007 renovation. This includes:

Digitization Projects – Directories and Newspapers
With the support of the Friends of the Library and the Orange Public Library Foundation, the library has digitized historic directories and over 13,771 issues of local city newspapers. They are available online for free.

Local History Audiovisual Digital Preservation Project
With funds from the Pitch an Idea Grant, funded by the California State Library through their Library Science and Technology Act, the library digitized 325 historic audio and video recordings of city events and city television programs. The digitized audio and video files are available online for free.

Latino Americans: Shared Orange Heritage
The Orange Public Library & History Center received $10,000 for programing through the Latino Americans: 500 Years of History Grant administered by the National Endowment for the Humanities and American Library Association. This enabled the library to present nine programs in 2015-2016 that explored the history of Latinos in the City of Orange.

The Orange Public Library & History Center also presents programs and workshops to library patrons and city residents. Topics include genealogy, house history, preservation of photographs, and Orange City history. The programs, workshops and outreach presented by local history staff is an invitation to library patrons and city residents to share their own stories and photographs, in order to create an inclusive and accurate representation of City History.
El Modena Branch Library

El Modena Branch Library is located at 380 South Hewes Street. Since its opening in 1978, El Modena or “Elmo” has served a multicultural community of patrons including Hispanic, Vietnamese, Chinese, and Filipino.

Programs include Monday Morning Story Time for toddlers and preschoolers. Teen and Adult programs are available in conjunction with the Orange Public Library & History Center.

In 2013, El Modena’s Homework Center officially opened. This program caters to 9 different schools in the Orange Unified School District and averages 10 to 15 students per day. The program expanded in 2014 to include a Summer Homework Center with 24 students and 10 ROAR and Teen Volunteers as tutors. Last year, it taught 38 students with 18 tutors. El Modena staff participates in different school activities such as Open House, Back to School Nights, and outreach story times with preschools nearby.

Taft Branch Library

Taft Branch Library is located at 740 East Taft Avenue. It was named after Charles Parkman Taft, local school teacher and horticulturalist.

The Taft Branch Library opened in 1969 and is known for its novel design, courtesy of local architect Louis Koth Glasbrenner, who is an alumni of Orange Union High School.

Programs include Tuesday Morning Story Time for toddlers and preschoolers. Teen and Adult programs are available in conjunction with the Orange Public Library & History Center.

Taft staff participates in different school activities such as Open House, Back to School Nights, and outreach story times with preschools nearby.
After the Orange Public Library & History Center opened in 2007, it was forced to reduce hours and staffing due to the economic downturn, which limited the public’s access to free resources. The Orange City Council challenged the library to expand hours and services to the community while using the existing, but much reduced financial resources. The library’s management team developed a New Service Delivery Model, which embraced its community as volunteers and deployed them in nearly every service point in the library.

The library began to utilize skilled volunteers to help serve the public and increase services. Adult programming increased by 54% by using volunteers and community partners to create and present programming, which saves the library from having to pay for performers and professional speakers.

The Reach Out and Read (ROAR) program was developed to attract retired teachers or recent graduates looking to gain experience to read to and tutor children at the library. Prior to the reduction of hours and staff, the library had one Homework Center that was run by staff. When staff was needed on other public desks, its existence was threatened, but with the help of volunteers the libraries now have three Homework Centers that are run entirely by ROAR volunteers.

Homebound Delivery volunteers bring library materials to Orange residents who cannot get to the library. While many of the surrounding local libraries had to end their homebound service due to funding cuts, with the help of dedicated volunteers, Orange Public Library was able to continue this invaluable service.

By assisting patrons with basic computer help, Technology volunteers allow library staff to focus on more challenging technology and reference questions.

In 2016, 468 adult and teen volunteers volunteered for a total of 16,255 hours. The in-kind contribution from volunteers totaled almost $450,000.

If you would like to volunteer, please contact our Volunteer Coordinator at (714) 288-2569.
Literacy

One of the newest services at the Orange Public Library & History Center is the Adult Literacy Program. Support for this program comes from a variety of organizations which include the California State Library, City of Orange, the Orange Public Library Foundation, the Community Foundation of Orange, the Friends of the Library, and Rotary.

The goal of this program is to reach adults who speak English but cannot read and write well enough to accomplish all that they wish to. If students need to work on conversation skills, they are referred to other programs in the area.

Literacy volunteers sign up for a tutor training class offered at the library. Once that is complete and the background check clears, they are assigned a student. Tutoring times are mutually decided, with most matches meeting once or twice a week for a few hours. Materials and tutoring space in the newly refurbished Literacy Lab on the second floor are provided.

Potential students are first given an assessment to determine a starting point. Instead of assigning a grade level equivalency, students are given material based on what they need to know to be better readers. Defining goals helps insure that the tutoring is student centered. It is important that the student and the tutor become library users. It is encouraged that each get a library card on their first meeting and begin using them as soon as they’re able.

There are many ways people can support the literacy program besides being tutors. You can tell everyone you know there’s a new program in town! If you are a business owner, would you be willing to put up a recruitment poster? Brochures on the counter? Offer incentives to employees who give back to the community?

There are also organizations in the community that might want to be partners. They serve children, but their parents might be grateful for a literacy referral. There are family services, and, again, they might not know about a program that helps adults improve their reading. If you would like to volunteer please contact our Literacy Coordinator at (714) 288-2467. We can find a volunteer job for you; just ask us!

“It’s never too late to learn!”
Self Service

The Orange Public Library & History Center’s expansion in 2007 came with a new building and additional services for the public. When we opened our doors, we wanted to bring an easy and pleasant self-service experience to our patrons. Self-checkout and automated payment machines were implemented and we also promoted the use of online services available in our catalog, including the ability to place holds on books and other library materials.

Self-checkout machines enable patrons to easily borrow library materials, check their library accounts, and pay fines without having to get in line at the Customer Service desks.

Automated payment machines allow the public to add money to their library cards to be used for printing, making copies, and paying their fines.

Looking To The Future (2017 and Beyond)

The Orange Public Library & History Center will be upgrading its self-checkout machines in the Fall of 2017. These latest machines are more technologically advanced and more user friendly than ever.

Patrons will soon have the ability to use credit cards as a method of payment as well as contactless payment options like Google Wallet and Apple Pay. The touch screen displays will be easier to navigate and will integrate some great features in the future, including the ability to show recommended materials based on your borrowing history. We also anticipate the ability to display library events using these machines, increasing the visibility of the library programs we offer.

New automated payment machines will also be installed in the Fall of 2017 to accommodate credit cards.
Released in conjunction with our newly redesigned website, Orange Public Library’s eBranch is a one stop location for accessing our collection of eResources. Available all day, every day!

Digital Downloads

Axis360 and Tumblebooks provide access to eBooks for all ages. Select from a wide variety of titles and read them on your eReader, tablet, smartphone or home computer.

Download and listen to audiobooks using Axis360 or OneClickdigital. All you need to do is install the necessary app on your device, then start browsing, selecting, and listening.

The Zinio magazine collection lets you download and read full magazines on your computer or mobile device. You can also get an email when new issues are available.

Connect to Freegal and you can download up to five MP3 digital music files every week. Download songs from popular artists from every era and genre.

Research Tools

Orange Public Library has a variety of electronic databases to help satisfy your research needs.

Masterfile Premiere provides access to full text articles for over 1,890 periodicals covering nearly all subjects including general reference, business, health, and much more.

Ancestry Library Edition (only available inside the library) and Heritage Quest offer a wide range of resources for people researching their family history.

The Orange County Register, along with a number of other newspapers are available through our Proquest database.

Learn conversational language skills at your own pace with the Rocket Languages online language learning system.
Library Card

Over the past 10 years, more than 80,000 Orange Public Library cards have been issued to patrons. Library cards allow patrons access to not only physical materials such as books, DVDs, CDs and language kits, but also access to eResources and services such as eBooks and Freegal.

In 2011, keychain cards were added to library cards, giving patrons a convenient carry option. eCards (electronic cards) were added in 2017 and allow patrons to access eResources for a 30 day period without obtaining a physical library card. Patrons, with proper identification, can upgrade the eCard to a regular library card by coming to the library.

Library cards are free to the public with residence in California and a valid identification.

Show Your Card and Save

The Show Your Orange Public Library (OPL) Card and Save program was established in 2012 in collaboration with the Board of Trustees to encourage the community to shop locally. The Show Your OPL Card and Save program has led to cost savings for the community and creates goodwill between library patrons, local businesses and the library, adding value to the library card at no cost to the City.

Since its establishment many businesses have participated. We currently have several dozen businesses enrolled in the program. If you have a favorite you don’t see on our list, ask them if they want to participate as we would love to include them in our program. Participating businesses are listed on the library’s website. Visit www.cityoforange.org/library for the current list.

Shop Orange!
While April 21, 2017 marks 10 years of the expanded and renovated Orange Public Library & History Center, the Orange Public Library has been a part of the local pioneer community, predating even the official establishment of the City of Orange.

First established as the Orange Public Library Association in 1885, the library consisted of 300 volumes donated by Robert E. Tener, then Orange Postmaster. The collection was housed at the Orange Hotel located in the plaza. The popular and growing collection of the Library Association was then donated to the City. With the donation of this once private collection, the Orange Free Library was established in 1894. In 1905 construction began on a Carnegie library building, which opened to serve the community in 1908.

A library building has continued to reside at the same East Chapman Avenue location since then. The library has undergone a variety of changes over the years. The Carnegie library building was replaced by a larger, more modern building in 1961. After this renovation, to better serve the growing City of Orange, two library branches were opened. The Charles P. Taft Branch Library was dedicated in 1969 and the El Modena Branch Library was opened on May 23, 1978.

The Main Library again underwent extensive renovation and remodeling in 1999. These changes in the building reflected the growing needs of the Orange community. Shortly after the 1999 remodel, the library obtained a $9.13 million Library Bond Act for a new library project. The new Spanish Colonial Revival building was opened in 2007.

The library continues to honor its history by continuing to offer resources and services to the residents of the City of Orange. Join us as we celebrate!
Through tracking statistics related to our services, the Orange Public Library (OPL) is able to plan for the future. Keeping track of our collections, monitoring the attendance of our programs and informing the City of how we use our funds all depend on our knowledge of how we have been doing up to this point.

Besides the statistics we use for internal review, each year OPL must submit a report to the California State Library showing the size of our service base and what we provide the citizens of Orange with each month.

The following statistics demonstrate the popularity of Orange Public Library services and resources:

- Since the Orange Public Library & History Center reopened in 2007, we have had **3,409,980** visitors.

- In the past ten years OPL has issued **112,654** individual cards to adults and children.

- The libraries have circulated and renewed **6,580,632** books, magazines, DVDs, and CDs for adults, teens, and children. Of that total number, **2,134,582** were DVDs and CDs.

- Our eResources, including our digital collection of eBooks, eAudio material, music, and magazines, have been downloaded **179,740** times since 2012.

- More traditional eResources, such as genealogy databases, newspaper databases, and scholarly articles, have been accessed close to **90,000** times in the past year alone.
Customer Service

The reopening of the Orange Public Library offered staff new opportunities to turn our patrons into lifelong fans. An increase in library programs, resources, and service desks provided staff with multiple opportunities to engage with our community.

Over the last 10 years patrons have praised our customer service in various ways:

- Located at all public desks are “We’re Listening” forms where patrons can leave requests, comments, or questions. Although they can do so anonymously, patrons who share their name and contact information are personally contacted by library staff.

  “The staff, the setting, and comfort of a welcoming atmosphere have proven超越 measure the importance of sustaining quality of service as an anchor in the local community.”
  - Susan M., Orange, CA

- YELP is an online review website where patrons can rate us on a 1 to 5 star scale. The Orange Public Library & History Center currently has a 4.5 star rating, with the majority of it’s reviews entered in the last 10 years.

  “I’ve been going to the Orange Public Library since I was a little boy. It has always been a great location and ever since the remodel a few years ago it’s taken this branch to a whole new level...Absolutely a great treasure. “
  - Andrew D., Tustin, CA

  “Love this library! My 5 year old enjoys the kids section (huge) and the amenities for members are amazing! Everyone is friendly and knowledgeable.”
  - Jessica S., Orange, CA

- OC Weekly has also recognized the Library’s growth in services over the last 10 years and voted us 2016’s Best Library in their annual Best of OC edition.

As the library and our community continue to evolve, so do our customer service skills. Library staff continues to educate themselves on customer service best practices through seminars and workshops, and with the valuable feedback our patrons provide.
Recent Promotions

The following staff members have been promoted in the past year. Each of them has shown an exemplary level of commitment and service to the City, the Library, and our patrons.

**Keri Cruz** - Full-time Library Assistant.

**Karen Cuadra** - Full-time Library Clerk.

**Gabriela Escoto** - Full-time Library Clerk.

**John Ferry** - Librarian II.

**Alex Figueroa** - 20 hour Library Clerk.

**Anastasia Finch** - 20 hour Library Assistant.

**Kurt Guthmann** - 19 hour Library Assistant.

**Kurt Keesling** - Senior Manager, Adult & Branch Services.

**Keisha Loidolt** - Librarian I.

**Lori Osawa** - Senior Library Clerk.

**Andrea Roque** - Librarian III.

**Melody Sawyer** - Full-time Library Assistant.

**Deniss Sok** - Lending Services Manager.

**Anna Thiel** - 20 hour Library Page.
A Look at the Future

Where to from here? We have gotten to this point because of great City leadership, wonderful library staff and past Library Directors, and a community that values and uses the library. The Orange Public Libraries will remain committed to our mission pillars of lifelong learning, local history, and access to information and ideas through books, technology, and programming. We will continue to change lives in our community by providing great spaces and opportunities to engage and share experiences.

The Orange Public Library will be ever mindful of those we serve. We will continue to engage with you, our customers, to understand what the community needs and how we need to adapt to provide relevant collections and services.

The Orange Public Library will offer new and exciting programming, educational opportunities, and means of accessing content. You may engage us and our 24/7 services on our new eBranch to download books or learn a foreign language. You may want to join friends and neighbors in a coloring session or for a lecture on local history. Perhaps improved literacy skill is a need with someone you know, a family member or co-worker. Please refer them to us and our new Literacy Program.

The Library is always morphing as technology and the community changes. One key to doing this well is always welcoming and encouraging your input. The Library only improves when ideas are shared. As we venture out into our future, let’s do it together and continue to build a strong community and legacy for future generations . . . through the decades.
The Orange Public Library owes its success to its staff. Library staff works daily to offer services to the community in a friendly and informative way.

Administration
Left to right: Dave Curtis (Director), Julie Eriksen (Executive Assistant), Amy Harpster (Assistant Director), and Ashleigh Anderson-Camba (Volunteer & Community Room Coordinator).

Adult & Branch Services
Left to right: Melody Sawyer (Library Assistant), Steve Chaput (Librarian II), Lizeth Ramirez (Librarian II), Kurt Keesling (Senior Library Manager), Andrea Roque (Librarian III), Jack Tsuruda (Library Assistant), Ryan Gan (Site Supervisor), and Jean Ong (Site Supervisor). Not pictured: Chris Aschan (Library Assistant), Anastasia Finch (Library Assistant), Kurt Guthmann (Library Assistant), and Ronelle Ingram (Library Assistant).
Children’s & Teen Services
Left to Right: Keisha Loidolt (Librarian I), Irma Morales (Senior Library Manager), John Ferry (Librarian II), Damitri Boone (Librarian II), and JoAnne Chen (Library Assistant).

Technology & Support Services
Back, left to right: Angela Scherer (Technology & Support Services Manager), David Price (Library Technology Coordinator) and Keri Cruz (Library Assistant). Front, left to right: Bronwyn Hansen (Library Assistant), Lara Paglinawan (Librarian II), and Anna Thiel (Library Page).
Lending Services
Top row, left to right: Ivan Dorado (Library Page), Dawnine Medina (Library Page), Deniss Sok (Lending Services Manager), Lori Osawa (Senior Library Clerk), and Adam Cash (Library Page). Bottom row, left to right, Gabriela Escoto (Library Clerk), Karen Cuadra (Library Clerk), Briana Hawkins (Library Page), and Lisa Park (Senior Library Clerk).

Lending Services (continued)
Left to right: Misael Saucedo (Library Page), John Haug (Library Page), Marie Nguyen (Library Clerk), Leah Bell (Library Page), Todd Hasegawa (Library Page). Not pictured: Jane Beavis (Library Page), Susan Bonk (Library Page), Richard Costa (Library Clerk), Alex Figueroa (Library Clerk), Elizabeth Gutierrez (Library Clerk), John Palacio (Library Clerk), and Tracy Radlinger (Library Page).