The Global vs. The Local:

An Evaluation of Two California Libraries

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Abstract

This research paper investigates the similarities and differences between two libraries and their communities in the city of Aliso Viejo in Orange County, California. Demographic studies of Aliso Viejo and Soka University of America reveal primarily Asian and Asian Americans patrons and a small percentage of African American library visitors. Two separate observational periods were conducted at the Aliso Viejo Public Library and the Ikeda Library of Soka University of America (SUA). Interviews of library personnel were conducted to further analyze the realities of both libraries. Following observation, research was conducted to identify topics of interest that emerged from observation and interviews. Three topics of interest subsequently emerged: patron turnout trends and public library importance, budget constraints effect on quality of service, and advantages of private and individual funding. Through thought and interpretation, it is apparent that public libraries are still in high demand yet are faced with budget constraints and funding limitations. These constraints negatively effect the ability of libraries to serve their communities. Public libraries would be wise to recognize and implement methods to acquire private and individual funding resources as seen at the Ikeda Library of Soka University.

*Keywords*: public library trends, budget constraints, funding, private funding, Orange County, California, Soka University of America
Introduction

Although only 1.6 miles away from one another, the academic and public libraries of Aliso Viejo, CA, appear to be from two very different worlds. The three minute drive between the Aliso Viejo Public Library and the Ikeda Library of Soka University of America is lined with wealth commonly associated with Orange County, California. The mission statements of these two geographically close but dissimilar libraries complement one another in an unintentional way,

"The mission of the Daisaku and Kaneko Ikeda Library at Soka University of America is to offer student-centered library services in support of SUA’s mission. Ikeda Library strives to meet the information needs of the SUA community by providing resources in various formats with personal reference services and information literacy instruction" (SUA 2009).

The SUA mission supported by the Ikeda Library is, "...to foster a steady stream of global citizens committed to living a contributive life” (2009). The mission of the public library 1.6 miles away is to, “Empower and enrich our communities” (Orange County Public Libraries 2011). The inadvertent connection between the two missions of the Ikeda and Aliso Viejo Libraries is clear: one serves to nurture students to lead lives of contribution to the global community and the other is a government body that aims to serve the local community.

On two separate and consecutive Monday mornings and afternoons, I visited the Ikeda and Aliso Viejo Libraries to witness the global and local attitudes that dominate these libraries’ daily operations and long-term services to their communities. A total of eight hours was spent between both libraries between the hours of 10AM and 2PM. I chose to visit during this time and on a Monday because my work schedule permitted me to do so. Although I am a staff member at the Ikeda Library, I observed the library’s operations during my free time in order to view the library according to its mission as a nurturer of global, service-oriented students. Through my
observations and investigations, I came to recognize that the global vs. local focuses of the two libraries effects and influences the libraries’ patron make-up, collections, services provided, and primary sources of funding.

**Community Profiles: Aliso Viejo Public Library**

The community profiles of the Ikeda and Aliso Viejo Libraries contrast greatly in size and service but are noticeably similar in terms of patron demographics. The Aliso Viejo Library, with a staff of four professional librarians and 61,112 book volumes (American Library Directory 2011) serves 41,835 residents of the community (U.S. Census Bureau 2009) in a one-story building. According to the U.S. Census Bureau, between the years of 2005-2009, 23.2 percent of Aliso Viejo residents were foreign born and 28.2 percent spoke a language besides English at home. In 2009, 72.9 percent of residents were white, 3.1 percent black or African American, 14.1 percent Asian, and 15.7 percent were Hispanic or Latino (2009).

The city’s wealth is exemplified in the median household income of $94,917 compared to the national average of $51,425. Additionally, only 1.9 percent of families in Aliso Viejo lived under the poverty level in 2009 while 9.9 percent was the national average (2009). These statistics of Aliso Viejo demonstrate that the community has a large percentage of foreign born residents and a populace that speaks a language other than English at home. The U.S. Census Bureau report portrays the community as one with a very high percentage of Asian community members and extremely low numbers of African America or black residents. The economic characteristics of Aliso Viejo represent a wealthy community with an exceptionally low poverty rate compared to the rest of the United States.

During my visit to the Aliso Viejo Library on April 18th, I observed a steady stream of library patrons that reflect the Aliso Viejo demographic data observed on the U.S. Census
Bureau's website. The total headcount of patrons in the library during my four hour visit ranged between twenty-two and sixty-three patrons. The maximum staff present in the library was five. My general observations led me to the conclusion that the library is primarily visited by young, teenage Asian Americans browsing the stacks for school and older, male retirees using the computers or reading the daily newspapers. Within the four hours I spent at the library, I observed only four African American patrons and a similarly small number of Hispanics or Latinos. The Hispanic and Latino patrons I did observe were of elementary school age. Although the library does have both a Spanish and English as a Second Language (ESL) collection, both are small and did not receive heavy traffic.

**Community Profiles: Daisaku and Kaneko Ikeda Library**

The Ikeda Library of Soka University of America has a staff of five professional librarians and four paraprofessionals. The Ikeda Library personnel serve less than 1,000 SUA student, staff, and faculty community members with 82, 100 volumes of print books and 49, 200 electronic books at their disposal (SUA 2009). The three-story library is located on the one-hundred-three acres of the SUA Orange County campus (Fulford, 2004, pg. 126). The library was completed in 2001 during the university's first year in Orange County, CA, and was constructed to hold up to 225,000 volumes (Purdum, 2001, pg.1). According to the SUA Freshman Profile and Admissions Information of 2010-2011, 58 percent of entering SUA freshman are United States citizens while 42 percent are of international citizenship (2011). Within the 42 percent of international students comprising the freshman class, the majority of students come from Japan, China, India, the United Kingdom, and Canada. 36 percent of freshman consider themselves as either Asian or Asian American, 42 percent are Caucasian, 9 percent are Latino or Hispanics, and a mere 5 percent are African Americans. Like the Aliso
Viejo community, the SUA profile reveals a community with a high percentage of foreign born members who speak English as a second language. An additional similarity between the two communities is seen regarding the high percentage of Asian and Asian American students and the low percentage of African American students.

While I was in the library on the morning and afternoon of April 11th, the student headcount for all three floors ranged from ten students to sixteen students between 10AM and 2PM. During my four hours of observation, three Caucasian students visited the library, including one student who is of mixed Eastern European heritage, and two Hispanic students. The remaining students were all Asian or Asian American. I did not see a single African American student during my observational period. These numbers, according to the SUA freshman statistics report, loosely reflect the demographic data of the student body since the statement reports such a high percentage of Asian and Asian American students. Although the freshman statistics puts Caucasian students at 42 percent, there was a greater Asian presence than Caucasian. Three librarians and three paraprofessionals were in the library at all times except for periodic lunch breaks.

The Ikeda Library’s collections thoroughly reflect the patron demographics of the university. The library has three particular collections that represent the SUA community. These collections include the ESL, Founder’s, and Ikeda Collections. The ESL collection is relatively large and takes up its own space on the first floor of the library, thus reflecting the international population of 42 percent. On the other half of the first floor, the Founder’s Collection resides. The Founder’s Collection, "...contains books written by founders of Soka Education: Tsunesaburo Makiguchi, Josei Today, and Daisaku Ikeda (SUA 2009). The Ikeda Collection is a special collection containing books about the university’s founder and library’s namesake, Daisaku
Ikeda. The majority of the collection’s 4,000 plus books were donated by Daisaku Ikeda upon the 2001 opening of the university.

Scenes and Interviews: Aliso Viejo Public Library

My informal interview with a staff member at the Aliso Viejo Public Library occurred serendipitously. Not long into my observations, I recognized one of the reference librarians as the former adult librarian at the Laguna Niguel Public Library I interned for a few summers ago. I knew that the Laguna Niguel Library had been fighting to receive much needed renovations the summer I interned. Larry¹ recognized me too and approached my observation table during his break to catch up. From our conversation, I discovered that the Laguna Niguel Branch is still under construction and he has, “...no clue when he will go back to work there or when the Friends’ sponsored interim library will close and the real branch will open back up” (Larry, personal communication, April 18, 2011). Larry told me that he was reassigned to the Aliso Viejo Branch temporarily until Laguna Niguel reopens.

I asked Larry how the Aliso Viejo branch has dealt with the close of Laguna Niguel since Aliso Viejo is the closest city to the closed branch. Larry told me that he frequently sees former patrons of Laguna Niguel at Aliso Viejo. He also mentioned that the close of the Laguna Niguel Branch and its extended renovation project has put stress on the nearby Aliso Viejo Library because it is now serving both communities with a limited budget. Having seen sixty-three patrons in the small, one-story library during my visit, I understand Larry’s concerns. Interestingly, when I told Larry that I was now a library assistant at Soka University, he appeared excited that I was, “...pursuing academic librarianship...” over the, “...less stable public librarianship career path” (April 18, 2011).

¹ Not his real name.
After speaking with Larry, he returned to his post at the reference desk and I continued observing the library from the point of view that the Aliso Viejo Branch was now serving the community of Laguna Niguel until it reopens. During my four hour visit, there was a constant flux of visitors streaming into the library, looking for a place to sit down or a computer to use. Someone was always checking out, printing, using the majority of personal and catalog computers, or visiting the reference desk. From the conversations between staff and patrons that I unethically eavesdropped in on, I could tell that the staff of Aliso Viejo were being overworked and stretched beyond their means. Staff members had to deal with complaining and upset patrons regarding fines for books they, “...knew they returned and checked-in on time,” (April 18, 2011) as well as patrons angry at the printing limits of the computers.

**Scenes and Interviews: Daisaku and Kaneko Ikeda Library**

My interview with my coworker Barbara, who has been working at the Ikeda Library since it opened in 2001, revealed the fortunate, financial position the Ikeda Library holds. According to Barbara, the library does have a, “...very, very generous budget...” that essentially allows for, “...unlimited collection development...” (Barbara, personal communication, April 11, 2011) at this point in time during the library’s short history. When I asked her is she thought this had anything to do with the way SUA was founded she replied, “...absolutely, we are very lucky to have such prosperous and generous, private benefactors...” (April 11, 2011).

As our conversation continued, Barbara and I became more at ease discussing the budgetary realities of our library. In the beginning of SUA, the founders of the University donated a generous amount of money and literary material to establish a, “...first rate academic library...” (April 11, 2011). The large budget and support from the private donors of the

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2 Not her real name.
founding group Soka Gakkai allow it to continue functioning the way it does. Without this support throughout the course of the year the library could not purchase every student suggestion, ILL request, and piece of literature used by all Soka professors in all classes. In concluding our discussion on funding, I asked Barbara what she thought the main difference was between academic and public libraries. Barbara believes that public libraries have more, "...energy..." and are, "...more democratic..." (April 11, 2011) than academic libraries.

My observational experience at Soka depicts this lack of energy commonly seen in public libraries. If I had to describe the Ikeda Library in one word it would be zen. My four hour visit seemed to drag on and in retrospect was extremely boring compared to the excitement and constant activity at the public library. The patrons at the Ikeda Library mostly came into the library to sit down at one of the study tables and study with laptops in front of them. A few patrons came to pay fines, check out items on reserve, and check out books for upcoming papers. Students rarely used the sixteen student computers except between classes when more, but not many, students came into the library to check email or Facebook. The librarians primarily stayed in their offices except when on duty at the reference desk and were not needed on the floor. Student library assistants worked the circulation desk in two hour shifts and were able to handle all circulation duties without lines and only needed librarian assistant help occasionally.

Supporting Research: Patron Turnout Trends and Public Library Importance

After reflecting on my observational periods, the topics of public library patron turnout and subsequently public library importance materialized as topics of interest. The Aliso Viejo Library was constantly overflowing with patrons and staff members were in high demand, thus demonstrating that, "...it appears that there has been an increase in public library usage over the past few decades, coupled with an aggregate national decrease in public funding since the 1990s"
(Agosto, 2008, pg. 120). In an article on politics and library funding, John N. Berry (2009), discusses specific examples of library budget slashes across the country and sarcastically comments that, “The only good news is that libraries are constantly inundated with users” (Library Journal 2009). Hemmeter (2006) further expands on this topic by revealing that public library visits remain high even with the popularity of chain bookstores because, “...even if super bookstores have increased availability of books, they may not have done so for everybody. Libraries also perform functions that do not directly compete with bookstores, such as providing a bridge across the informational divide” (pg. 596). Since the Aliso Viejo Library is within a short walking distance of the local Barnes and Noble Booksellers, the large patron usage of the branch during my observations supports this notion that libraries continue to be in demand and vital to communities.

**Thoughts and Interpretations: Patron Turnout Trends and Public Library Importance**

With a headcount of sixty-three patrons in a one-story, modestly sized building, the Aliso Viejo Library exemplifies this trend of high community turnout and the importance of the public library to the community. A 1988 article in the *Library Journal* demonstrates the community value of a public library local to the Aliso Viejo Library. In September of 1987, a wildfire blazed in Orange County, California, in the community of the Silverado Public Library. In response, the Orange County Library responded by, “...playing a crucial role in helping residents and fire fighters...” and opening as, “...REAC (Residents Emergency Action Committee) Headquarters and became the designated citizens’ information center for fire and safety information” (Tarin, 1988, pg. 47). After witnessing how many community members of Aliso Viejo depend on the library during normal, everyday life and through research on the Silverado Branch’s response to
the wildfire of 1987, it is very apparent that the Aliso Viejo Branch would become even more significant to the community during an emergency. If a wildfire or earthquake ever struck Aliso Viejo, the heavy use of the library would translate to many patrons seeking out the library for emergency-related information needs as Orange County residents did back in 1987 during the wildfires.

**Supporting Research: Budget Constraints Effect on Quality of Service**

Observation and research, by revealing the continuing popularity and importance of public libraries, brought forth a related topic of interest. Although library services remain in demand, budget constraints continue to negatively affect the quality of library service to the community. In *Alternative Funding for Public Libraries*, Agosto’s (2008) evaluation of budgetary crisis and service consequences directly implicates the state of California, “For California, there is no doubt that this is a period of severe budget constraints. Many libraries across the state have had to cut operating hours and reduce staff, and collections have suffered as well” (pg. 119). This sentiment that budget constraints effect the quality of service is echoed by Coffman (2004) as well, “First, with no alternative source of funds, when the economy heads south and tax coffers shrink, we have no option except to cut hours, close branches, and lay off staff” (pg. 37).

**Thoughts and Interpretations: Patron Turnout Trends and Public Library Importance**

These warnings of decreased public library services are the reality of libraries like the Omaha Public Library, “To help the city of Omaha recover from a lingering budget deficit, the Omaha Public Library took a significant hit. The library board agreed to close one branch through the rest of the year, lay off some 50 workers (more than 25 percent FTE), and cut hours
at all locations” (Library Journal 2009). Branch closures that occur due to budget tightening amputate many community members’ means of utilizing any library services, even depreciated ones,

“Library closures alter or eliminate the geographic market area for that library and reform surrounding libraries’ geographic market areas. Library customers with limited mobility, e.g. children or the physically disabled, may no longer be able to access any library services and resources after a closure” (Koontz, Jue, & Bishop, 2009, pg. 85).

The temporary closing of the Laguna Niguel Branch for extended, slow-moving renovations and the added stress put on its neighboring branch is a testament to the loss and depreciation of services when libraries close and communities suffer. An investigation of the history of the Orange County Public Library system reveals that dramatic state budget cuts in the mid 1990s had severe consequences for public libraries as they were, “Forced to cut nearly $5 million from its $23 million annual budget” (Olsen and Meyer, 1995, pg. 17). $5 million in cuts led to six branch closings, dramatic reductions in operating hours, and according to Orange County librarian John Adams, also led to, “...reducing the amount of personal service people can expect” (1995, pg. 17). Historical research of past budget cuts not only demonstrates how a lack of funding negatively hindered library services in the 1990s, but also serves as a warning of what could happen to the Aliso Public Libray if history repeats itself.

**Supporting Research: Advantages of Private and Individual Funding**

An evaluation of the frequent use of the public library and the effect of funding constraints on library quality of service revealed the advantages of private funding for libraries. Agosto (2008) comments on this final topic of interest, “...private funds enable public libraries to engage in a wider range of projects and services than they can with just tax funds” (pg. 124). Sin (2011) echoes Agosto (2008) and stresses the significance of alternative funding such as private
funding for public libraries, "To address funding problems, innovative and cost-effective ways of raising alternative funding are needed" (pg. 51). The methods of funding proposed by Sin (2011) include private donations. The form of private donation that is the most common of alternative funding is the individual donation (Agosto, 2008, pg. 135). According to Agosto (2008), alternative funding like private donations provide communities hit by budget cuts with another method of raising money to maintain and develop quality library services that they, "...otherwise could not afford" (pg. 136).

Thoughts and Interpretations: Advantages of Private and Individual Funding

The advantages of private and individual funding for libraries and consequently the collections and services provided to communities is reflected in the funding history, services provided, collection development, and atmosphere of the Ikeda Library. Soka University of America was financed by the lay Buddhist organization Soka Gakkai International. Soka Gakkai built the University from scratch by spending only $200 million of its, "...reported assets of $100 billion" (Pulley, 2001, pg. 28). Private, individual donations from Soka Gakkai members, 12 million and counting, as well as donations from the lay organization itself, continue to support and maintain university functions, including the budget of the Ikeda Library (Fulford, Whelan, and B., 2004, pg. 126). The reliable source of private donations to the University and the subsequent allocation of funds to the library allow for a small library staff to student ratio, late evening hours, constant collection development, and three large special collections that are relevant to the community and are frequently updated. Unlike the Aliso Public Library, the Ikeda Library, due to private funding, does not live in fear that history will repeat itself and the library will be closed, hours cut short, or services slashed due to budget cuts.
Recommendations and Conclusions

This evaluation between the Aliso Viejo Public and Ikeda Libraries further convinces me to pursue a career in academic librarianship over public librarianship. The local values and immediate community emphasis of the Aliso Viejo Library promotes an environment of stagnate existence while the global values and worldly community interests of the Ikeda Library stresses the need for citizens of the world. As an individual, my interests and professional goals parallel that of the academic library mission than that of the public library. Furthermore, the depressing history of the Aliso Viejo Public Library funding struggles causes concern for the future, reliability, and success of the field. Although I am only familiar with the specific funding of the Ikeda Library, the nature of academic institutions, particularly private ones, leads me to be drawn to the seemingly abounding resources and potential of academic libraries.

It is not necessary for me to create an ideal library environment because I believe I am fortunate enough to experience it every day as a library assistant at Soka University. If I were to change one thing about the Ikeda Library, it would be variation in its energy levels. I am very fond of the peaceful, serene nature of the Ikeda Library; but the liveliness and excitement of the public library would be something I would welcome at Ikeda on occasion. Overall, this experience has been an eye-opening one that brings the struggle of public libraries to my attention as well as the blessings experienced by academic libraries.
References


Monday April 11th 10AM Ikseda Library

- it is very weird to be here. Not working, I wonder what this library would be like to me as an undergrad.
- six students sitting @ tables by windows, all Asian
- 3 librarians in office / 3 library assistants @ desks behind circulation desk, I student assistant @ car computer
- 16 computers for student use, 4 for community use, 1 student on
- 10 students total in library
- 2 Hispanic students enter, ask for room key for quiet study upstairs
- students at window tables are studying w/ laptop
- mixed Asian student enters library
- community member of Arab descentLeave:
  - we have actually had problems w/this patron. Stealing computer paper, hiding in bathrooms, after hours, etc. he leaves w/ a backpack & laptop computer
- student asks me for help w/ printer not printing (10:15)
- another community member, Asian leaves
  - it is funny how cl have grown to recognize students vs. community members over time
  - very slow, very quiet
- Sarah enters, she is a Caucasian student w/ a learning disability who I’ve helped assisted @ the reference desk before
- I ask her how her capstone is coming along, she seems very stressed, I see her @ the library also and she uses her laptop for her capstone paper.
- no one has approached the reference desk since I got here
* literally as soon as I said that a student asked to use the phone to call a professor to ask a question about a course reading (@ the reference desk)
  - student is so polite and grateful, does the traditional Japanese "thank you" bow of gratitude
* 10:20 library, just got very busy w/ students coming in to use computers (5 students on computers now)
  - must be between classes
* I never realized how loud the 2nd floor main foyer painter was until now
* The library is so peaceful when I am not working, one word to describe it is "zen"
* 10:30 3 students on computers, one is looking at grad school course information (all Asian)
  - Asian student who frequents library just entered w/ professional looking camera - goes to chat w/ friends by the window tables, he starts taking photos of his friends, he goes to another table, more friends
  - since it is such a small school the students always run into friends @ the library, leads to talking & goofing off @ times
  - one of my colleagues walks into the library talking on a cell phone - ouch, very unprofessional, maybe we have become too relaxed?
* 7 Asians in the main foyer (10:40)
  - a student worker is shredding documents back in the staff area, low, muffled machine noises infiltrate the library
  - student pays $12 fine, definite attitude present
  - student returns to use phone for second time
  - makes grad school interview appointment
10:50: Same scene as before

- The reference librarian re-arranges a poetry display
  - The main floor has a separate display

- I just spoke to Reference Librarian. "Very about budget!"

Funding issues:

Recap

- The library does have a "very, very, very generous budget" that basically allows for unlimited collection development at this point in time during the library's short history.

- I asked her if she thought this had anything to do with the way the University was founded, she said, "Absolutely, we are very lucky to have such prosperous and generous private benefactors."

- Mentioned that the founders of the University donated a lot of $ and material, and make sure the library (their namesake) has what it needs to be a "first-rate academic library."

- The large budget and support from private donors of the founding Soka group keep the library running the way it does.

- About this support, the library could not purchase every student's suggestion, every requested book at the end of the fiscal year, and every textbook used by all Soka professors in all classes.

- We also talked about the differences between public and academic libraries; she said public libraries have more "money and are more "democratic" than academic libraries.

- Talked about the homeless in public libraries and how the nearby Santa Monica Library had to tear up carpet and walls due to the urine smell, homeless patrons left in the periodical section.
Tony Sar: She is glad that as an academic librarian she does not have to struggle with a homeless population or any abuse of the library.
- She is also thankful she does not have to deal with any freedom to view issues as seen in public libraries (like pain) because she does not see the library as a place for "the abuse and humiliation" of women.
- The academic library, since it is less democratic in nature, does not have any ethical obligation of the democratic freedom to view as does the public library.
- Security guards did a quick 3-flour walk-through.
- 11:10: 2 students (both Asian) on computers / total in foyer: 3
- Caucasian male exits.
- British Caucasian male enters to pick-up 11:45, discourse that he has a fine - he is not happy; registration is terminated so these fines plus holds on their records and they cannot register for classes.
- Young Asian student enters library in full-on Godzilla costume... don't know what to say, there must be a campus event going on.
- Getty: bashed... very bashed; this library is so peaceful when there is no work to be done!!!
- I wonder how the atmosphere of the public library will compare to the 11:30 library and I wonder if it will experience the "energy" that species of
- Most of the professors that came in here are white; I wonder what the race "90's are for S/A professors..."
- 11:30: the library is open to community members from 9-5 on weekdays - I frequent see well-dressed community members come in w/ laptop bags...
I have never seen a homeless person and wonder if the library staff would ask a homeless person to leave if they came to the library during community hours.

There appears to be an issue regarding the privy study rooms upstairs.
- There are 9 upstairs and in April & May, before final papers & exams are due, they are highly coveted.
- It looks like a student has gotten a room key and left her belongings in the room. I left for lunch, now another student wants the room since no one is in it and "squatting" on study rooms is not allowed. Fair for that matter.

The librarian assistant behind the circ desk is calling security to remove this student's belongings. I never realized how hard the library is regarding this rule.

Still quiet, all Asian students.

Janitor comes to clean: older Hispanic man, very reserved.

Now printer problems, I had to go turn off & turn the printer back on because the other library assistant is still busy with the room issue & the student assistant can't fix it.

Same as before: slow, same people, active.
Nothing new.
Monday 10:00 AM 18th of April Also Visiti

- Sitting by a table by myself in between the computers, 16 computers open for patron use with 10 being used already @ opening.
- Additional 5 catalog searching only computers are in this area of the library.
- 1 staff member @ "Adult Reference Desk," rape made that 2 females new.

- 1 clerk checking patrons out, 3 already in line.
- 15 patrons win eyesight.
  - 5 have gray or graying hair.
  - 1 African American.
  - 1 Asian.
  - 3 women.
  - 1 hispanic.
  - 9 caucasian.
- All staff present are white.
- Hispanic patron getting visibly angry @ check-out over 85% fine, patrons waiting behind him appear agitated.
- White mother & child have entered: homeschooled?
- 30's something white man walking on laptop behind me.
- Hispanic mother & son asking questions about textbooks @ reference desk.
- Another mother & son just entered.
- Middle school aged hispanic girl in check-out line.
- Another staffer is @ check-out desk.
- Young, early 20's white male w/ baseball cap & baggy jeans sits @ computer, looking at Facebook, has headphones in.
- 22 patrons in main foyer w/me now 10:15 AM.
old female, white patron approaches check-out to discuss damaged book in her possession
Hispanic male printing large selection from one of the computers
2 high school Asian boys enter and go to catalog computer, one has UCLA sweatshirt on
very old caucasian male enters and goes straight for newspapers on display
One 2 reference questions in last 20 minutes
Another VERY old man enters to return books, then goes to shelf
Tend squabbling @ check-out between staff & patron paying fine for damaged book
Another different young mom & son approach reference desk
Just saw a Librarian, chatted for 25 years ago @ Laguna Niguel. Chad, I think. Laguna Niguel is closed. For much needed renovations, I guess he works here now. He goes to reference desk. I wonder if he will remember me?
Young, white mom goes to check-out w/ large stack of kids books, she can barely hold them all
2 young Asian girls enter, young high schooler, go to another card catalog computer
Asian boy now laughing @ anime book records on computer
Chad is staring me down, awkward turtle
Younger 20's something black male leaving
40's something Hispanic woman enters & goes to computer
28 people in main floor 10:30 AM
Surrounding me are a "new book" section, "business reference" & "education reference"
2 computers of 16 free
Young Asian male browsing stacks
Mom w/ 2 young Asian girls enter, go to stacks
90's something Asian male leaving
- Young, Hispanic girl checking out
- Male staff replaces female staff @ circ desk
- Young, black male returns
- Cell rings
- Young, teenage, hispanic boy w/ bookbag sits @ education reference desk near me, picks up "Best 296 Businesses in Schools"

- Lot of kids w/ bookbags on schoolday during school hours
- Woman @ checkout telling clerk that the library made a mistake about her fine, she says this has happened before
- Oh my, my crazy lady neighbor from across the street just walked in w/ her teenage son, he looks like he is walking a death march, I don't think she saw me, they sit @ a nearby table and he takes out a laptop from his bookbag
- Chad did recognize me, he came over to say hi, talked for 15 minutes on his break, I will try to rehash what we spoke about:

- Laguna Niguel construction project is way behind schedule, he has no clue when he will go back to work there or when it will reopen, Amber & Tray (teen & kids librarians @ Laguna Niguel) were "reassigned" to other OC libraries. Chad has been here for a while now since Laguna Niguel closed. Soy Laguna Niguel patrons come here now because their library is closed, it is the closest he sees (lots of similar patrons from before). The close of LN + its extended renovations project has put stress on staff & community because Aliso Viejo Library is serving both communities now w/ I budget
Feels like a displaced librarian & veteran romantic will keep UN closed indefinitely.

Wanted to know about me & school. Happy EL went through all going to library school, not so happy EL chose Diesel over San Jose State (I think ALMA mater - he talked to me about going there a lot when I interned.) Note: seems like a lot of my intern colleagues went to local San Jose State.

Happy EL as an assistant & I got exposed the positives of going into a more stable academic library path over public - interestingly EL seemed to have jealous or resentment perhaps? Why? Did he discourage w/ being bounded around by the public library system & the budget 'inability to finish Jaguar Miquel'? I did not feel comfortable asking him these questions. He ended on convo w/ "Good luck" and went back to reference desk.

What I remember about Chad from my internship: This was his 2nd career, he went back to school in early 40s, has a family, quiet, soft-spoken, down-to-earth, go-get-r-the-flow guy - he was the adult librarian @ UN & sort-of like the director's right hand man.

I remember he did all of the library acquisitions & budget stuff (he explained this part of his job to me & I remember being confused & feeling this was a photo gig."

** Interruption: 2 teenage Black girls enter + go to stacks

I remember watching Chad deal w/ a problem patron once; the patron wanted to print over his daily allowed amount & Chad was so calm, nice, & respectful.
w/ the patron, he even explained the library's budgetary concerns w/ printing limitations for patrons & why they had to have the rule (I thought this was

xx Interruption: hispanic patron @ check-out desk speaking in Spanish w/ staff

- Mum w/ 2 very young kids enter, dressed shabbily
- 3 more younger Asian kids enter & go to catalog computers

11:15: 36 people near me (I cannot see entire library) club will have to do a headcount all around before leaving

- Seeing a pattern of Asian, older white males, and 30's something White female patron pattern emerge

- Asian mom w/ 2 little kids paying fines
- lots of local artist artwork on the walls
- Hispanic high school boy; previously looking at college book now working on homework near me
- Patron arguing w/ staff over printing
- Fire - this seems to happen a lot

- All 16 computers in use: 11:30 AM

- Indian young girl enter
- 70 people from my viewpoint!! 11:30
- Young black men walks by w/ lunch
- cell phone keeps going off

- Whole group (5) older, graying men reading toady papers in a "quiet zone" reading area behind me
- Mum w/ 3 young kids in shabby clothes checkout w/ what do want: 4 books & price per kid, Kids look excited & each hand out their own library cards

- Indian mom & 2 kids exit
I am really surprised & the # of older white males my dad's age that are here (my dad never visits his library).

Rent a Bestseller section: raises funds for the library, benefits from bestseller popularity, demand & checkout rate.

White mom + daughter checking out books.

Young, baggy pants white male from before on the computer now on computer, can't find something down on scrap paper.

Another scene w/ crazy ringtone going off - this fellow is crazy.

Young Asian male enters.

White mom + young son in karate outfit.

Balding white man in expensive-looking suit enters w/ library books in hand.

Young Asian girl wearing UCLA sweatshirt sits @ Education Reform desk across from young Hispanic male, she gets out a laptop.

Asian mom + 2 young kids.

White, older man approaches Hispanic male @ Education reform desk. Together they go to table next to me, SAT tutor!!!

Asian mom + little girl

Black father + daughter enter.

Homeless man enters w/ shopping cart + goes to computer.

6:30 total: 1 PM.
I certify that:

This paper/project/exam is entirely my own work.

I have not quoted the words of any other person from a printed source or a website without indicating what has been quoted and providing an appropriate citation.

I have not submitted this paper/project/exam to satisfy the requirements of any other course.

Signature: Leigh S. Moynihan

Date: April 29, 2011