

*July 13, 2007
Palo Alto, CA*

FRANK'S WEEKLY MEMO

Utilities Phone Coverage Back to Normal

The City of Palo Alto Utilities apologizes to the many customers who experienced inordinately slow answer times or whose phone calls were dropped completely, on Monday, July 9. While the phone system was up and running, staffing in the Customer Service Center was unexpectedly reduced from seven representatives to just two. This unusual situation occurred as a result of unanticipated jury duty, illnesses and unavoidable emergencies. Also, back-up representatives were not available. On Tuesday, July 10, staffing levels were restored with representatives able to answer customer queries at a more normal rate.

Harry and the Potters Rock the Library

On July 2, Harry and the Potters, a very popular, energetic "wizard rock" band, played before a large crowd of enthusiastic fans on the front lawn of the Main Library. Families enjoyed picnic suppers and young teens happily crowded together shouting recognition of every song. The band delivered a great message in support of books and reading. It was a wonderful evening and the show was a huge hit. Thanks to the Friends of the Library for their support of this program.

The band's members consist of two brothers from Boston who play keyboard and guitar, and a third friend who is the drummer. After becoming enthralled with J.K. Rowling's Harry Potter books, the group started practicing in a shed. And, after a very enthusiastic response from their first audience, the band decided to take the show on the road. This summer the band will tour England, Canada and the United States, culminating in a concert at Harvard University on the night the final Harry Potter book is released.

The Palo Alto City Library is eagerly awaiting delivery of its order of Harry Potter and the Deathly Hallows, the last book in the series. The Library has ordered 48 copies of the book and 11 copies of the audio book on CD. The books will be available after July 21. At last count, 194 eager library customers are on the waiting list to read or listen to the book.

On-line Business and Investment Information

Palo Alto City Library cardholders now have free on-line access to Standard and Poor's **NetAdvantage**, an easy-to-use comprehensive source of



Designates an item related to one of the City Council's "Top 4" Priorities.

business and investment information. This proprietary resource provides independent professional analysis and ratings of thousands of U.S. companies, bonds and mutual funds. Library cardholders also have free access to Standard and Poor's most popular publications, including The Outlook, Industry Surveys and Company Profiles.

Two NetAdvantage demonstrations will be held at the Main Library in August. Go to www.cityofpaloalto.org/library to sign up for a demonstration. NetAdvantage is one of over thirty Library subscription-based on-line resources.

Recreation Summer Camps Now Underway

A new camp collaboration with Palo Alto Unified School District has begun. Trained counselors are now working in the following programs:

- **Coastal Adventures** helps campers gain classroom instruction on marine biology and environmental ecology in the morning, and in the afternoon are off to the real environment with field trips to Ano Nuevo, Fitzgerald Marine Sanctuary, the Baylands and other hot spots. This is a fabulous way to teach campers about the wonderful resources we have in our Coastal and Bayland environments.
- **Camp Jive** provides fun games, crafts, swimming and teen challenges for summer school students.
- **Teen X-Treme** began on July 9. This new program is a high adventure camp for campers who love the outdoors and enjoy challenging hikes. Learn shelter building, how to use a compass, have an overnight, canoe, and build up to a nine mile hike. If you love the outdoors, come join us. For those students interested in an office intern program, we have a couple of spots left. Fill out an application at Mitchell Park. The Drop will re-open when school begins again in the fall.
- **Junior Museum and Zoo** summer camps are off to a great start this year. Our staff is made up of 75% returning staff members, several of whom were participants in our Science Camp Assistant program. We are offering nine different hands-on science camps.

We look forward to another great summer of fun activities and experiments including, building catapults, erupting volcanoes, discovering the preferred foods of carnivorous plants and learning about the inner workings of the Zoo.



- **Camp Oceana** explores the biology, geology and chemistry of the sea. Participants learn about underwater volcanoes, mountains, sea creatures and plants, and will investigate the mysteries of the deep along with things that sparkle in the darkest parts of the ocean.
- **Aquatics** began its summer schedule on June 25, and provides recreation swim, lap swim and swim lesson services to the public. The staff are trained and prepared with life-guarding and swim instruction skills. Since the beginning of our summer season, 493 students have learned water safety and stroke techniques in 98 swim lessons. Additionally, 6,583 swimmers have enjoyed Recreation and Lap Swim at Rinconada Pool. For hours and general information, please call the Aquatics Hotline at (650) 463-4914.

