



Date: September 1, 2016
To: Patrick H. West, City Manager *P.H. West*
From: Glenda Williams, Director of Library Services *G. Williams*
For: Mayor and Members of the City Council
Subject: Responses to Library Services Budget Questions

This memo is in response to the Budget Oversight Committee's questions raised during the August 16, 2016 meeting and the questions asked at the Budget Hearing on August 23, 2016.

Please provide information regarding Sunday hours offered by the Library Services Department.

In FY 16, the City Council approved creating a citywide pilot program to expand library hours to open three libraries on Sundays. These three libraries were Bay Shore, Burnett and North Branch. In the Proposed FY 17 budget, the same three libraries will be funded using one-time funds.

The criteria used to select which libraries should offer Sunday hours include geographic area, the number of people served, and library resources available, with primary consideration being geographic location. The goal is to provide Sunday hours that could best serve the residents in different regions and neighborhoods in the City's 50 square miles: north, central/west and south/east. The North Branch (future Michelle Obama) Library location serves the north region of the City. Burnett Library is best situated to cover the central and west areas of the City. Bay Shore Branch Library has proven successful in meeting the high demand for library services to the residents in south/east region.

The number of people served and sufficient library resources were the remaining considerations. The North Branch (future Michelle Obama) Library has the largest service population of more than 90,000 residents. Burnett Library has a healthy number of computers and has the most flexible computer arrangement; computers are not sectioned off for specific age groups, so anyone can use any available computer. In addition, the African American Resource Center is housed there, as well as a variety of print and media resources. Provided below are the statistics, which show the monthly average of usage during Sunday hours in FY 16.

Customers Served	
Bay Shore	1,617
Burnett	220
North	220

Items Checked Out	
Bay Shore	762
Burnett	153
North	247

Computer Sessions	
Bay Shore	28
Burnett	56
North	24

The cost for libraries to be open on Sundays varies depending on the size of the library and the number of staff needed. For a regular library to be open for four hours, the cost is \$65,500 annually. For a larger size library to be open for four hours, the cost is \$72,000 annually.

If the Library Services Department was provided funds to open a fourth library location, the recommendation is to open El Dorado based on the above criteria. However, there is a limit on how many additional branches can be open on Sundays using overtime. A structural enhancement to add staff would need to be considered.

A recent customer survey and focus groups conducted this summer by the Long Beach Public Library showed Long Beach residents would like more open hours, not altered open hours. Logistically, opening all branches on Sunday would require eliminating another full day of service. The City's libraries are already closed on Mondays. As a best practice for public libraries nationwide, Sunday hours are an extension of the public library's normal open hours. It has been our goal to preserve these hours as much as possible, and ideally find ways to expand them without reducing services in other areas.

Is there a way to add a library book drop off location at Washington Middle School?

At this time, we do not have a way to add a library book drop. Presently, the Library Services Department only has book drop off locations at the 12 library locations. We will continue to partner with Washington Middle School to provide resources and classes to help the students succeed in their education.

Please provide details regarding the Book Bike Program.

The Book Bike program enhances library community outreach efforts at community outreach and helps bring library services and awareness of library programs into the larger Long Beach community. Book Bike, a small traveling library on wheels, will visit local businesses, parks, beaches, special events, and community centers, and will offer library services such as checkout/returns, library cards and pop-up programs. A \$5,000 grant from 8-80 Cities and the James L. Knight Foundation was granted to the City to purchase the equipment for the Book Bike program. Once the Book Bike has been built, no additional funds will be required to keep the program running.

Please clarify the reclassification of Non-career positions.

The proposed reclassification of the current Admin Intern Non-Career (NC) to Library Aide-NC in Library Services is to more accurately reflect the scope and duties of the actual work performed, as well as better differentiate between the work performed at the Library and internships provided through the City's Paid Internship Program. The City uses the Admin Intern-NC position for the Paid Internship Program, which was developed to provide college or graduate students with the opportunity to gain both academic and practical experience working in local government. The minimum requirements for the Library Aide-NC will differ from the Admin Intern-NC based on the knowledge, skills and abilities necessary for the duties associated with the classifications.

The Library Aide-NC position currently assists patrons with homework help, research needs and computer use in the library, which will not change. The Library Aide position is also non-career and both positions share the same salary range so there would not be a financial impact to the department. These positions are scheduled to work an average of 16-24 hours per week and are located in all library locations in order to maximize the ability to provide these services to the public. The Library Aides assigned as homework helpers are scheduled during after-school and weekend hours only, and Library Aides assigned to assist with research and special projects are scheduled during hours of peak use at each branch. Since these positions work on a limited basis, converting them to full-time positions would negatively impact the Library's ability to provide these essential services to the public at the times and locations where they are most needed.

The proposed change in classification creates an entry-level, part-time position, which will better attract applicants interested in a career with the Library. The Library Aide positions can serve as an introductory opportunity for people interested in preparing themselves through education and work experience for full-time positions as Librarians or Library Clerks.

Should you have any questions, please feel free to contact me at (562) 570-6016.

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