

Date: April 28, 2023

To: Thomas B. Modica, City Manager



From: Cathy De Leon, Director of Library Services



For: Mayor and Members of the City Council

Subject: **Proposed 6-Day Service Plan for Long Beach Public Library**

On September 6, 2022, the City Council approved two Fiscal Year 2023 (FY 23) Budget items for Library Services that would enable the Department to expand hours and offer a sixth day of service at some Long Beach Public Library locations. The first of these items was \$250,000 in Long Beach Recovery Act funds to be utilized toward a temporary increase in library hours. The second was the addition of \$1 million in the General Fund Group to structurally increase staffing needed to expand hours. Combined, these two sources of funding will allow the Long Beach Public Library to increase hours significantly at five of our eleven neighborhood library locations, creating a regional 6-day service model for our residents.

Proposed Locations

Upon review of pertinent data such as daily attendance, materials circulation (number of items borrowed), socioeconomic data, and existing staff resources, Library Services proposes increasing public hours at select branches using a regional approach.

The following proposed locations would add a sixth day of library service in most regions of the City:

- Michelle Obama Library (north)
- Mark Twain Library (central)
- Harte Library (west)
- El Dorado Library (east)
- Bay Shore Library (south/coastal)

The locations above are strategically recommended based on geographic distribution, socioeconomic indicators, and redundancy of service within regions. These locations represent a regional distribution of 6-day service libraries across Long Beach, with three of the five locations (Michelle Obama, Mark Twain, Harte) serving the most socioeconomically disadvantaged areas of Long Beach —North, Central and West areas. Michelle Obama and Mark Twain Libraries are the two largest branches in terms of square footage. Together, these two locations serve 34 percent of the city's residents. Harte Library is the only library on the Westside, as is Michelle Obama Library in North Long Beach. In East Long Beach, Bay Shore and El Dorado will be included in the 6-day service expansion based on their high visitor statistics and borrowing numbers – these are the two most visited locations on the Eastside with the highest materials circulation and highest program participation.

The seven remaining locations are not recommended for expanded hours mainly due to insufficient funds and redundancy of service within the region. Billie Jean King Main Library (BJK Main), at nearly 100,000 square feet, is not recommended because it requires a proportionately large number of staff to open an additional day which would cost 60-70 percent of the \$1 million additional structural funds. Opening BJK Main a sixth day would also require an additional day of security support from its Special Services Officers, which would further strain Police Department staffing resources. Alamitos and Brewitt are not recommended because of factors such as lower usage statistics, and limited parking. Dana and Bach were not chosen because of their close proximity to Michelle Obama and El Dorado, respectively. Burnett Library, while having high program participation, has a lower attendance rate than Mark Twain. Los Altos and Bach both are highly utilized statistically, but considering a regional perspective, adding additional hours at either would result in an imbalance of service on the Eastside.

Expanded Hours Schedule

The five 6-day locations will expand their current operating schedule from 34 to 41 hours of public service per week. The additional seven hours of service will be offered on Mondays. Mondays were chosen as the sixth additional day based on feedback from the Public Hours Community Survey conducted by Library Services in the summer of 2021: 1,320 responses were received in this survey, and 53 percent of respondents expressed a preference of Monday over Sunday.

Proposed 6-day schedule at Michelle Obama, Mark Twain, Harte, El Dorado, and Bay Shore:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
12PM-7PM	12PM-7PM	12PM-6PM	12PM-7PM	10AM-5PM	10AM-5PM	closed

The seven remaining 5-day locations will retain their current operating schedule of 34-38 hours per week.

Seven libraries will maintain their existing operating hours:

Location	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Billie Jean King Main	closed	10AM-7PM	12PM-6PM	10AM-7PM	10AM-5PM	10AM-5PM	closed
Bach	closed	10AM-5PM	12PM-6PM	10AM-5PM	10AM-5PM	10AM-5PM	closed
Brewitt	closed	12PM-7PM	12PM-6PM	12PM-7PM	10AM-5PM	10AM-5PM	closed
Dana	closed	12PM-7PM	12PM-6PM	12PM-7PM	10AM-5PM	10AM-5PM	closed
Los Altos	closed	12PM-7PM	12PM-6PM	12PM-7PM	10AM-5PM	10AM-5PM	closed
Mark Twain	closed	12PM-7PM	12PM-6PM	12PM-7PM	10AM-5PM	10AM-5PM	closed

Staffing Impacts

A staggered staffing schedule is needed to operate a library on a 6-day schedule. Currently, the majority of public facing Library employees are full-time and work a 5-day/week schedule which aligns closely to current public service hours. To achieve the capacity needed for staggered staffing, the Department anticipates adding 10-12 classified and unclassified employees prior to implementation. Long Beach Recovery Act funds will be spent on staff overtime at Mark Twain, Harte, and Bay Shore Libraries. Structurally funded positions will be added to the two larger 6-day branches, Michelle Obama and El Dorado, as well as Bay Shore. Two to three classified positions will also be added at Billie Jean King Main Library so that this location can better maintain its current 38-hour per week schedule and to support staffing backfill when necessary for those branches open Mondays.

Michelle Obama and El Dorado Libraries, the branches that are most heavily utilized by patrons across Long Beach, will add staff resources solely with structural funding; Mark Twain, Harte, and Bay Shore Libraries will utilize a mix of structural and temporary funding to expand hours. Once Library Services' Long Beach Recovery Act funding is expended, Mark Twain, Harte, and Bay Shore Libraries are likely to resume their previous 5-day schedules, presumably towards the end of FY 24.

Implementation and Timeline

Library Services recommends the proposed schedule to fulfil the City Council's desire to invest structural funding in the expansion of library hours as directed by the City Council in the FY 23 Budget and in alignment with the City Auditor's 2021 Program Performance report.

Unless there is alternative direction from the City Council, staff will proceed with the meet and confer process with associated bargaining units, which is a required step due to changes in employee schedules. The meet and confer process may take some time to complete, and we will provide information on specific start times for the new schedule once meet and confer is complete and staffing is available to open the libraries. It is anticipated that Library Services will be able to implement the regional 6-day model sometime in Summer 2023.

For any additional questions, please contact Cathy De Leon, Director of Library Services, at 562-570-6291 or via email at cathy.deleon@lbpl.org.

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