
Library Board

Monday, April 20, 2020

Regular Meeting

Item F2

Approval of Reduced Library Hours and Service Planning for Anticipated Re-opening

At the end of April, I will begin working with City Administration on the timetable for Library reopening and recall of our laid off employees while still holding open the frozen positions due to budget shortfalls . The attached report provides reduced library hours alternatives for your consideration along with a service plan for your input.

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Reduced Library Hours and Service Planning for Anticipated Re-opening

Due to the COVID-19 pandemic, the closure of the Library on March 16, 2020 by Mayor Steele, and an expected shortfalls in budgeted tax revenues, City Administration directed a Reduction in Force (RIF) on April 3, 2020. This action resulted in the following:

- 1) Continued Freeze of 2.0 FTE in vacant positions – 1.5 FTE Library Assistant I's and 0.5 FTE Seasonal Workers
- 2) Layoff of 16.5 FTE (23 employees), with the exception of
 - Library Director
 - Youth and Family Services Librarian
 - Adult and Technical Services Librarian
 - Secretary
 - Maintenance Worker I

At the end of April, I will begin working with the City Administrator on the timetable for Library reopening and recall of our laid off employees while still holding open the frozen positions due to shortfalls in budgeted tax revenues. I will be requesting a return to work two weeks prior to reopening so staff can catch up on work that has been deferred, check in items that are on extended loan, provide limited pick-up services, and so we can re-train our staff in an upgraded automated checkout/cataloging system and a revamped Summer Reading Program.

Reduced Library Hours

In recognition of the City Administrator's request that staffing and scheduling be subject to change as a result of expected shortfalls in budgeted tax revenues, I recommend that the Library Board approve a reduced library hours schedule through the rest of the fiscal year utilizing the recall of 16.5 FTE employees and the continued freeze of 2.0 FTE. This report presents two alternatives and my recommendation of Alternative A.

Alternative A preserves Sunday hours, but eliminates evening hours on Thursday and Saturday afternoon hours.

	Current 62 Hours Per Week	Alternative A Reduced to 56 Hours
Sunday	1:00 PM – 5:00 PM	1:00 PM – 5:00 PM
Monday	9:30 AM – 8:00 PM	9:30 AM – 8:00 PM
Tuesday	9:30 AM – 8:00 PM	9:30 AM – 8:00 PM
Wednesday	9:30 AM – 8:00 PM	9:30 AM – 8:00 PM
Thursday	9:30 AM – 8:00 PM	9:30 AM – 6:00 PM
Friday	9:30 AM – 6:00 PM	9:30 AM – 6:00 PM
Saturday	9:30 AM – 5:00 PM	9:30 AM – 1:00 PM

Alternative B eliminates Sunday hours and evening hours on Thursday, but preserves Saturday afternoon hours.

	Current 62 Hours Per Week	Alternative B Reduced to 56 Hours
Sunday	1:00 PM – 5:00 PM	CLOSED
Monday	9:30 AM – 8:00 PM	9:30 AM – 8:00 PM
Tuesday	9:30 AM – 8:00 PM	9:30 AM – 8:00 PM
Wednesday	9:30 AM – 8:00 PM	9:30 AM – 8:00 PM
Thursday	9:30 AM – 8:00 PM	9:30 AM – 6:00 PM
Friday	9:30 AM – 6:00 PM	9:30 AM – 6:00 PM
Saturday	9:30 AM – 5:00 PM	9:30 AM – 5:00 PM

Our current 62 hour/week schedule, for public and technical service purposes, utilizes a workforce of 4.0 FTE Library Assistant II's, 11.0 FTE Library Assistant I's, 2.0 FTE Library Pages, and .5 FTE Seasonal (summer) workers.

The proposed reduced schedules are devised to reduce hours by 10%. This represents savings of 11.8% in Library Assistant I, Library Assistant II, Page and Seasonal labor needs given the current freeze in vacant positions.

Both alternatives recall from layoff our 1.0 FTE Custodian to team with the currently retained Maintenance Worker I. This allows for all shifts to be covered along with early morning cleaning routines prior to staff hours. Third party vendors also help keep the building and grounds maintained.

In both alternatives, two hours of Thursday evening service are eliminated. The difference between the two alternatives is where the additional four hours of service is cut. Alternative A is recommended due to higher use of our facility on Sunday afternoon compared to Saturday afternoon.

Service Planning

There is no definite date for reopening yet, but along with a reduced hours schedule I will be working with staff on the shell of a service plan depending on conditions. Library Board input is encouraged as we design our services for the rest of the fiscal year, which we anticipate will have a gradual roll-out concentrating more on our labor-intensive services, including but not limited to:

- checkout, check-in and re-shelving
- reference/research and public computer assistance
- Makerspace
- programming
- cataloging/processing
- collection maintenance
- computer and online systems

At the same time, some of our community center services such as community meetings, discovery center and general seating will be de-emphasized at this time due to social distancing needs.

Here are our initial plans:

- a. one final adjustment if needed to our current May 15 extended due date for materials
- b. reopening drive through before reopening library for return of materials and limited pick-up services
- c. having small group meetings of no more than 10 people at first, then determining when to allow community meetings
- d. social distancing enforced
- e. consideration of a capacity limit
- f. a scaled back summer reading program with more virtual sessions
- g. at the same time, more in-library story times and other programming in the large meeting room to keep audience size down with social distancing concerns
- h. study/seating areas reduced/taken out
- i. public access computers spread out
- j. many objects in Children's Discovery area taken away
- k. ways to provide quick come and go walk-in or drive-up services for patrons
 - thematic bags of books if they don't want to come in, for example: bag on character books with dinosaurs, etc.
 - requested items up to 12, maybe more items online
 - readied crafts to use with virtual program
- l. ways to get our services out into the community more
- m. continually expanded use of online resources and social media services
- n. revisiting limits on our services as conditions change, relaxing piece by piece until full "library as community center" service whenever that may be