



December 3, 2009

Agenda Item 7.0: Internal Assessment Update

TO: Sacramento Public Library Authority Board Members

FROM: Rivkah K. Sass, Library Director

RE: Internal Assessment Update

Introductory Note

An assessment of the personnel, fiscal, operational and organizational stabilization needs of the Sacramento Public Library Authority was presented to the Authority Board at its meeting of January 22, 2009. At that time, the Board approved proceeding with more than 300 recommended actions items contained in the assessment and requested that monthly status reports be provided to indicate the progress of meeting the objectives. At this time, staff has completed 86% of the items contained in the assessment report. This is the ninth monthly progress report that presents the status of those items

RECOMMENDATION: Accept this report that provides information on assessment tasks that were due to be completed by September 30, 2009.

- 1. Develop a team programming approach in Youth Services that allows staff to save time and money through the collaboration of ideas and resources that will create programs internally instead of hiring outside performers (Brown, Youth Services - Oct 2009). Recommendation 279**

Completed Tasks: The youth services/programming department created a programming team of three librarians who develop programs internally and through partnerships that, in part, focus on adults to increase library visits and use of books and materials. These programmers offer a diverse bimonthly selection of free and low-cost programs to all branches. A comprehensive, system-wide programming plan has been developed and is in the process of being implemented. Staff conducted an evaluation of service and programs by customers, and developed an evaluation form to ensure more consistent data gathering and appraisal.

- 2. Work with the Cities and the County to perform an energy efficiency audit of all library facilities to determine if monetary and energy savings can be realized (Tucker, Wallace - Oct 2009). Recommendation 150**

Completed Tasks: The City of Sacramento began a wide-reaching performance contract process in 2008 to select an Energy Service Company (ESCO) and implement energy management projects in many City buildings, including several libraries. AECOM was selected as the vendor and preliminary steps were taken toward an investment grade audit (IGA)



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to determine the financial feasibility of each project. The IGA is an up-front cost to the City of Sacramento, and the decision was made to postpone the IGA and instead pursue a smaller number of projects that could be done by City of Sacramento staff.

Energy use statistics are continually tracked to identify libraries with unusually high costs per square foot and to seek solutions for those facilities. Design principles used in new construction and remodels make better use of daylight, insulation and thermal mass to stabilize indoor temperatures and reduce reliance on artificial light. In addition, close attention to energy hogs such as personal space heaters will continue. Thermostat settings of 68 in the winter and 78 in the summer help to keep these costs low.

- 3. Conduct a feasibility study to determine the most efficient and effective way to reorganize the operations, service points and facility to best implement the new Model of Service in the Central Library by: Evaluating existing space to determine the feasibility of creating study room space (Biddle, Higgerson, October 2009). Recommendation 296h**

Completed Tasks: During 2009 Central Library staff developed two study carrels on the 2nd floor for use by literacy tutors and students. Staff also built a highly functional, flexible meeting/programming room for staff on the second floor in space vacated by former tenant the Non-Profit Resource Center. With the public computers relocated to the 3rd floor, the general seating area on the 2nd floor has proven to be an effective location for study groups to work together.

- 4. Develop and implement Information Technology change control processes to ensure hardware and software changes are scheduled, planned, authorized and documented properly (PA 3-4; Calderon, Worthy, Smith - Oct 2009). Recommendation 121b**

Completed Tasks: Information Technology staff assigned to support software applications review vendors' release notes to identify changes that could impact current users. Upon review, staff upgrades are coordinated with various departments to ensure a smooth transition. IT staff makes a very strong effort to communicate changes through group presentations, hands-on training, developing end-user documentation and distributing "How To" handouts. Also, staff is beginning to use standard project management tools for better planning. Staff is also working to develop an Information Technology Change Management Policy and Procedures document to completely formalize all procedures. The Library's Information Technology Governance Committee will review a draft of the policy at its December 2009 meeting.



5. Implement self-service technologies and processes to leverage branch staff resources and increase productivity of the Library operations (PA 5-1; Calderon, Branch Services Managers - Oct 2009). Recommendation 122

Completed Tasks: Staff has added a number of self-service enhancements in recent months, including:

- Online payments of fines and fees
- Over the counter credit card payments of fines and fees
- Increased the number of self-check machines throughout the system
- Started using Radio Frequency Identification tags to streamline book check-out/check-ins
- Introduced a new online catalog search tool with a simplified search screen similar to Google
- Cover art and book reviews now enhance the online catalog
- Customers now have options to refine their search for materials
- Customers may write reviews for any book title in the collection
- Customers can create multiple lists of titles they want to read or watch
- RSS feeds are sent to customers when an item is ready for pickup, due soon, due today, or overdue, and when a new fine is accrued
- Customers may keep a list of book titles checked out
- Customers can manage any book reviews posted
- Library card holders have the option to access their online catalog account with a user name instead of their card number
- Migration to a new user-friendly computer reservation system.

**6. Improve customer service through enhancements to the Millennium customer database software:
Improve customer access to library collection with software enhancements by completing migration to a new Millennium server (Calderon, Worthy, Smith - Oct 2009). Recommendation 126a**

Completed Tasks: At its meeting of May 22, 2009, the Board approved the purchase and Installation of a Sun V890 Server from Innovative Interfaces, Inc. to support planned enhancements to the on-line catalog and the expansion of services at new facilities including Elk Grove, Valley Hi-North Laguna, North Natomas and the Robbie Waters Pocket-Greenhaven Libraries. The equipment was installed October 18, 2009 and was fully operational shortly thereafter.



- 7. Develop a process to allow staff to create and manage their own reports from the Integrated Library System (Calderon, Smith - Oct 2009). Recommendation 146**

Completed Tasks: The Millennium Integrated Library System (ILS) features an option for staff to create and manage their own reports. A request by the department manager with a justification for use is made through the Information Technology Help Desk system. Those authorized to create lists are asked to find an available empty file and make it available for others to use shortly after their report is generated and printed. Currently, 46 users from support units, branch and partner libraries are authorized to create lists. Requests for additional lists may require purchase of additional licenses at an approximate cost of \$6,000.

- 8. Prepare an annual report that will include a budget summary, significant accomplishments and future plans (GJ 8; Library Director, Teichert, Landers - Oct 2009). Recommendation 16**

Completed Tasks: Staff has discussed initial plans for creating a concise annual report, and has reviewed annual reports from other public libraries. Staff plans to complete the annual report in the first quarter of 2010.

- 9. Assess the new model of service to identify equipment, network infrastructure requirements and staffing needs for all existing and new library branches (Dentan, Calderon, Worthy, Smith - Oct 2009). Recommendation 125**

Completed Tasks: Staff has created a spreadsheet of Model for Service goals, and each goal has been assessed for equipment, network and facility impact. This spreadsheet, which can be sorted by affected departments, has been distributed to all relevant departments. Many branch goals requiring support from Information Technology and/or Facilities have been scheduled and completed. Due to financial constraints, changes to staffing complements are not possible at this time.

- 10. Revise and Update Memorandum of Understanding with Elk Grove Unified School District to conform to operational practices and address budget constraints (Dentan, Landers, Kerwin - Oct 2009). Recommendation 252**

Completed Tasks: Staff continues to meet with Elk Grove Unified School District counterparts to revise and update the Memorandum of Understanding for the Franklin Community Library. No finalized revision has been completed due to the quickly changing financial picture at the school district.