

# **Sacramento Public Library Authority**

Agenda Item 6.0: Internal Assessment Progress

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 84% of the items contained in the assessment report.

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

 Provide online Summary Plan Descriptions (SPDs) of all insurance benefits offered to Library employees with links to healthcare providers (Bagdassari - Sep 2009). Recommendation 103

Completed Tasks: The Human Resources Department has been providing Benefit Summaries on the staff intranet (SPL@) since 2007. Although the Benefit Summaries are not as extensive as Summary Plan Descriptions, they do contain the important benefits and services of the Plan. Summary Plan Descriptions are in booklet format and not currently available in electronic format. Employees may request a copy of the Summary Plan Description by contacting Human Resources.

 Develop a strategic adult programming approach that increases visits to the library and is aligned with materials merchandising efforts (Brown, Shaffer, Higgerson - Sep 2009). Recommendation 249

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

# October 22, 2009

### **Sacramento Public Library Authority**

Agenda Item 6.0: Internal Assessment Progress

comprehensive, system-wide programming plan has been developed and is in the process of being implemented.

Next Steps: An evaluation of service and programs by customers and staff is currently being conducted in the form of exit interviews. Staff is also developing an evaluation form to ensure more consistent data gathering and appraisal.

 Establish an online Furniture and Fixtures Catalog for the Sacramento Public Library that can be utilized to facilitate furniture, fixtures, and equipment purchases (Tucker - Sep 2009). Recommendation 219

Completed Tasks: Library staff is compiling a Library Standards and Specifications File for Furniture, Fixtures, and Equipment Purchases. These Standards and Specifications are product guidelines to assist staff achieve quality and functionality for purchases for new and remodel projects. The Facilities Department staff provides information to staff on the recommended choices for the item from the File, and assist them in paperwork or vendor choices for the purchase of the item(s) requested. Staff is also exploring ways to provide this File in a Catalog online.

4. Develop staff resources and training for purchasing processes including Request for Proposal/Quotation (Johnson, Tucker - Sep 2009) Recommendation 179

Completed Tasks: This assessment item encompasses training and documentation associated with overall procurement processes, including the ability to perform electronic requisitions. Preliminary steps necessary to complete this goal successfully are underway. Staff has worked with the software supplier to setup the electronic requisition module in Eden and to establish appropriate system parameters for the requisition module prior to rolling out documentation and training. Changes made to the Procurement Policy in fiscal year 2009 and subsequent changes in staffing require system parameter changes. New signature authorization forms, which establish spending levels for staff are being compiled to provide information relevant to the parameter changes. Management is assessing the software flexibility, control requirements and procurement responsibilities of staff at all levels to determine the scope of training necessary and the appropriate method of roll out in order to complete this assessment item.

Next Steps: Staff will complete a management assessment of requisition system needs and resources, as well as the appropriate level of training methods. Staff will also implement system parameter changes, complete the development of training materials, and will roll out to staff by June 2010.



# **Sacramento Public Library Authority**

Agenda Item 6.0: Internal Assessment Progress

5. Enhance the I Street entrance to the Central Library to create a more welcoming street presence (Biddle, Tucker - Sep 2009). Recommendation 296a

Completed Tasks: The worn benches were removed in July, and the I Street exterior was power-washed. In September, two new metal benches and two large trash receptacles were installed. Staff has also ordered an additional trash receptacle for the Galleria meeting room entrance and three additional bicycle racks that will be installed in October. Completion of the above tasks has greatly improved the appearance of the I Street corridor and has facilitated Library custodial staff's ability to effectively maintain a clean environment.