



September 24, 2009

Agenda Item 5: 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 82% of the items contained in the assessment report. This is the seventh monthly progress report that presents those items considered to be of a more routine nature and can be accepted in a single motion. Assessment items that were more substantive in nature are included in separate reports of this same Board agenda.

RECOMMENDATION: Accept this report that provides information on assessment tasks that were due to be completed by August 31, 2009, except for those included elsewhere on the agenda.

- 1. Implement the new Model of Service at all library branches by: Evaluating hours at all locations and amending open hours, as necessary, within budget constraints. (Landers - Aug 2009). Recommendation 245g**

Completed Tasks: The new Model of Service has been implemented, and staff has been trained at all branch libraries. Branch supervisors, working with staff, have developed plans that reflect the unique logistics and space constraints at their locations. When plans call for physical changes in the service points, many have been implemented, while budget and staffing have delayed implementation in several locations. Any changes to the schedule of open hours have been the direct result of the serious reduction in the City of Sacramento budget that led to five-day service at City branches rather than six-day service, which occurred at the onset of the current fiscal year in July 2009.

Next Steps: The Model of Service branch plans have not been in place long enough to evaluate the effects or to plan any changes to staffing or hours as a result. The effects of the branch plans are being reviewed quarterly. Results of the implementation of the plans will be reviewed as part of the budget process for FY 2010/11.



2. **Review and update the Circulation policies and procedures by: Developing and implementing a training plan to ensure consistent circulation practices throughout the system (Landers, Dentan, Freeman, Wood - Aug 2009). Recommendation 262b**

Completed Tasks: Staff has completed the circulation manual that includes policies and procedures. The manual is available on the library intranet, and staff may refer to current and updated information readily at any location. When procedural changes are developed following discussion and review by branch and circulation supervisors there is a plan in place to update the manual in a timely manner. Circulation supervisors are responsible for ensuring that public service staff is trained to provide service as indicated in the manual. These supervisors provide ongoing training to staff in their branches. Other than these regular updates to the manual, when a system-wide change takes place, the department responsible for the changes, designs and implements the training in conjunction with the system trainer.

3. **Expand library service in Valley Hi-North Laguna by opening the new Valley Hi-North Laguna Library (Ross, Dentan, Landers - Aug 2009). Recommendation 199**

Completed Tasks: The first Valley Hi-North Laguna Library opened in 2001 and occupied a 5,850 square foot leased store front in a shopping center. In 2006, the City of Sacramento identified funding through the Community Reinvestment Capital Improvement Program for a 20,000 square foot library at the corner of Bruceville Road and Imagination Parkway. This is a joint-use site with the library, Shasta Park, and a future community center. Construction was completed in June 2009, and move in of furniture, equipment, collections and signage was completed in August 2009.

As indicated in the Directors Report, the Valley Hi-North Laguna Library opened on Saturday August 29, 2009. The 20,505 square foot facility features a TEENS@ room, a community room for up to a 100 people, food court with vending machines, 3 study rooms, a computer lab, and adult and children's reading rooms. This newest City branch is applying for LEED (Leadership in Energy and Environmental Design) Gold certification.

4. **Enhance public awareness of Library programming/other services by exploring alternative and additional traditional methods of marketing the library, such as development of a Sacramento Public Library blog to possibly be included in Sac-City group blogs (Sac Rag, Sacramento Metroblog, etc.) (PA 5-3; Shaffer, Biddle, Burns, Scott - Aug 2009). Recommendation 240**

Completed Tasks: In August 2009 the Communications Department began posting system-wide (One Book Sacramento) branch and Central Library



event programs on area online calendars. The Communications Department entered 28 events in August on a variety of sites including Sac Forum.com, Craigslist, Parents Connect, and Sacramento Magazine's SacMag.com. Additionally, the library's new digital services librarian has fully implemented the library's presence on two of the most popular Internet-based social media sites: Twitter and Facebook. Though only recently started, the library already has 302 fans on Facebook and 126 followers on Twitter; numbers are growing daily.

Next Steps: Staff will compare attendance at posted events to similar One Book events at the same locations last year to gauge increase. Staff will also continue to post and monitor events on area calendars, and continue to engage the community via social networking sites.

- 5. Explore the desirability of utilizing software to create an annual total compensation report for all employees and investigate the feasibility of acquiring programs to help employees meet health care cost challenges in tight economic times. (Bagdassari, Viviano, Phipps - Aug 2009). Recommendation 106**

Completed Tasks: A total compensation statement summarizes the benefits and compensation employees receive from the employer during the previous past fiscal year. A Total Compensation Statement provides the employee with information on the annual value of benefits paid for the employee by the Library Authority, in addition to base pay. The employee can therefore see the added value of benefits, which comprise a significant percentage of total compensation.

Human Resources staff was able to generate a total compensation statement from the library's enterprise system in July 2009. However, the enterprise system makes certain assumptions about salary, premium pay, benefits and leaves that don't apply to the library. Staff is currently customizing the report so that the statement is a true reflection of total compensation received as an employee of the Library Authority. Human Resources staff also investigated the feasibility of offering low-cost health care options for employees. Because of the library's current demographics the cost of alternative plans would in fact increase rather than decrease.

- 6. Examine the feasibility and desirability of developing a laptop loaning program at Valley Hi-North Laguna because the new library will be acquiring a number of laptop computers (Freeman, Donnelly - Aug 2009). Recommendation 255**

Completed Tasks: Staff has developed procedures for lending laptops at Valley Hi-North Laguna, and identified sturdy laptops designed for classroom use. Staff has also established anti-theft protocols.



Next Steps: Staff will complete purchase orders for the laptops by November 2009, and the program will be implemented no later than January 2010.

7. Rearrange the Finance workspaces to improve work environment (Johnson - Aug 2009). Recommendation 79

Completed Tasks: In August, Logistics staff worked with Finance to redesign the Finance Department floor plan to maximize existing floor space and provide Finance staff with more comfortable, adaptable and safe workspaces. A common work area with a lighted work table was established to accommodate fiscal records, frequent organizing tasks, project overflow, or guests. This redesign project was almost entirely implemented with existing office furniture and materials within the Library making it very economical. Minor electrical adjustments were made to improve staff safety. Staff is delighted with the outcome.

8. Review possible projects that would enhance the value and use of the Galleria meeting spaces and determine the cost benefit. Determine the feasibility of upgrading the lighting in Galleria main room and audio/visual equipment to allow higher quality sound services with more flexibility for large events (Tucker, Bennett - August 2009). Recommendation 185b

Completed Tasks: Staff upgraded the sound systems in the Galleria and East and West meeting rooms in June and July of this year. The new systems dramatically improve the quality of sound for presentations, speakers and music. In addition, a wide-screen projection screen will be installed in the Galleria within the next 30 days, allowing better viewing for participants and faster room set ups for staff.