

TO: LIBRARY BOARD OF TRUSTEES

FROM: Library Services Department
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PREPARED BY: Tim Hetheron

TITLE: Adjusted Public Service Hours on December 23rd and 26th

ABSTRACT:

Adjusting public service hours for Monday, December 23, 2013 and Thursday, December 26, 2013 will have a minimal impact on Library users. It will enable the Library administration to provide appropriate staffing levels based on customer usage.

RECOMMENDATION:

Staff recommends that the Library Board allow Library locations to close at 6 PM on Monday, December 23, 2013 and Thursday, December 26, 2013.

FUNDING REQUIREMENTS:

No funding requirement.

DISCUSSION:

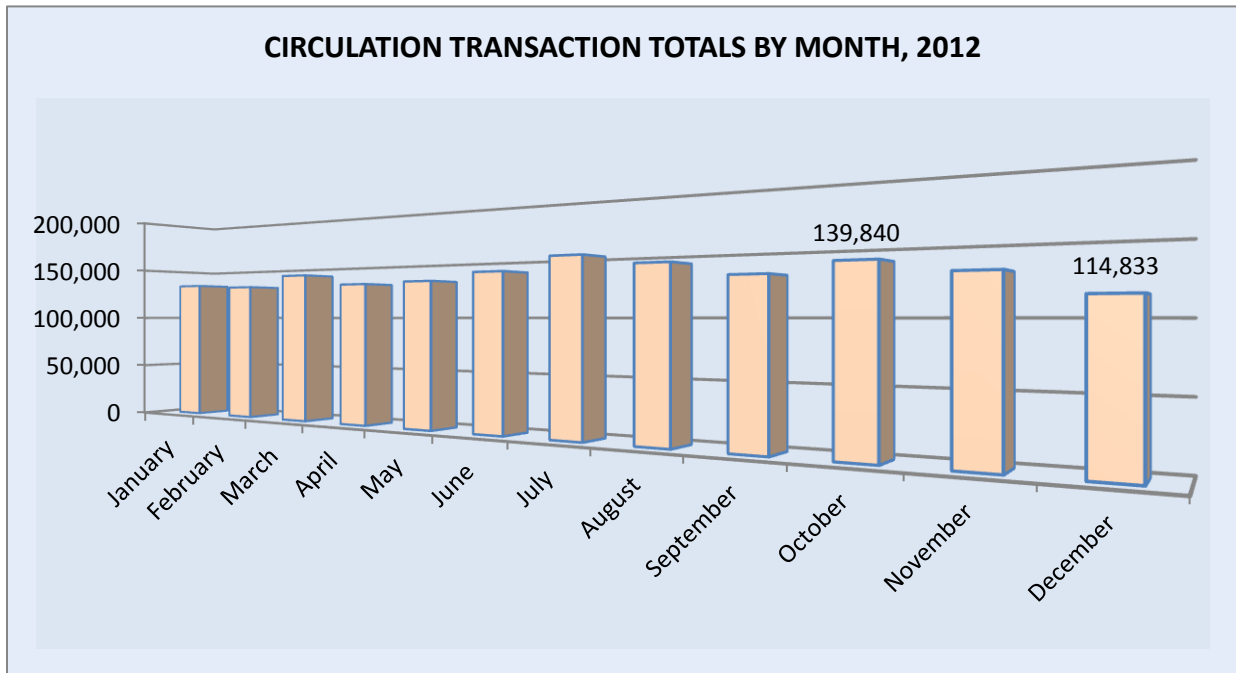
The Library is open for public service on Monday evenings at the Central Library, Mariners Library, and Balboa Library until 9 PM. On Thursday evenings, Central, Mariners, and Corona del Mar Libraries are open until 9 PM. In 2013, the 23rd of December falls on a Monday and December 26th falls on a Thursday. Because of typically low usage of Library facilities in the evening on those specific dates, staff recommends that the Library Board allow Library locations to close at 6 PM on Monday, December 23rd, and Thursday, December 26th. Closing at 6 PM on the 23rd and 26th will have minimal impact on the majority of Library users.

In 2009, 2010 and 2011, the Library was part of a City-wide holiday closure, so Circulation statistics for December 23rd and 26th for those years are not available. In 2012, the Library did not participate in the City-wide holiday closure, but the Central Library was closed for construction purposes from December 22 through January 6, 2013. December 23, 2012 fell on a Sunday, and there were no evening hours at the Library's branch locations. However, on Wednesday, December 26th, there were a total of 10 circulation transactions between 6 and 9 PM system-wide. This follows a general statistical trend in which circulation in December 2012 was low between the hours of 6 and 9 PM:

CIRCULATION TRANSACTIONS by HOUR (December 2012)

HOUR	# TRANSACTIONS	PERCENT
9-10 am	12,334	5.8%
10-11 am	15,776	7.4%
11am-12pm	17,567	8.2%
12-1 pm	18,568	8.7%
1-2 pm	19,701	9.2%
2-3 pm	20,342	9.6%
3-4 pm	22,696	10.6%
4-5 pm	23,272	10.9%
5-6 pm	15,988	7.6%
6-7 pm	6,875	3.2%
7-8 pm	5,807	2.7%
8-9 pm	5,669	2.7%
9 pm-9 am	28,628	13.4%
Total	213,223	100%

In addition, monthly circulation statistics were at their lowest in December 2012, with 114,833 circulation transactions:



Monthly circulation in 2012 other than in December averaged between 130,000 to 140,000 transactions. In October 2012, the Central Library was closed for 2 weeks for construction purposes, and the 3 branch locations remained open. Circulation in October 2012 still totaled 139,840 transactions. This suggests that December's low circulation totals are based on more on customer demand for Library services rather than the availability of the Central Library.

Staffing during the holidays is another consideration. Minimum staffing required system-wide for the 6 to 9 PM period is as follows: 4 Librarians, 4 Library Assistants; 6 Clerks, and 4 pages. This staffing complement for 2 evenings represents 48 hours of Librarian staffing, 48 hours of Library Assistant staffing, 72 hours of Clerk staffing, and 48 hours of Page staffing. Reduction of service hours by 18 hours (6 at Central, 6 at Mariners , 3 at Balboa, and 3 at Corona del Mar) will enable the Library to retain funds budgeted for part-time staff and to maintain appropriate staffing levels at Central and the branch locations from 9 AM to 6 PM when circulation is highest. This will also provide some flexibility to Library supervisors when considering leave requests.

Anecdotally, staff reports that Library usage is low in the evenings around the holidays. School is out, and customers are more likely to be traveling, attending parties, or shopping rather than using the Library in the evening.

In addition, the Library website is open for business 24 hours a day, 7 days a week and enables customers to search the catalog, place holds, renew materials, use the databases, and download eBooks, audio, and magazines. Statistics from December 2012 show that 13.4% of all circulation activity took place online when the Library was closed.

ENVIRONMENTAL REVIEW:

Staff recommends the Library Board of Trustees find that adjusting the service hours on December 23rd and December 26th is not subject to the California Environmental Quality Act ("CEQA") pursuant to Section 15060(c)(2) (the activity will not result in a direct or reasonably foreseeable indirect physical change in the environment) and 15060(c)(3) (the activity is not a project as defined in Section 15378) of the CEQA Guidelines, California Code of Regulations, Title 14, Chapter 3, because it has no potential to have a significant effect on the environment.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

Submitted by:

Tim Hetherton,
Interim Library Services Director