



Date: October 7, 2019

To: Thomas B. Modica, Acting City Manager *T.M.*

From: Glenda Williams, Director of Library Services *G.W.*

For: Mayor and Members of the City Council

Subject: **Library Extended Hours for FY 2020**

At its meeting on September 3, 2019 during the FY 20 budget hearing, the City Council requested the Department of Library Services (Department) to provide options to extend library hours using one-time funds available.

The Department began to offer Sunday open hours at the Bay Shore Library branch as a pilot program in 2015, funded with Third Council District one-time District Priority Funds. Later that year, the City Council approved Sunday hours as part of the FY 16 budget process with one-time funds at the Bay Shore, Burnett, and North Library branches. Sunday hours were added for El Dorado Library in FY 17, also made possible through one-time funds. The annual cost to continue Sunday hours (12:00 – 4:00 p.m.) for all four locations is \$268,000.

For FY 20, the City Council has requested that the Department determine optimal extra operating hours using \$88,000 of one-time funds. Several options were evaluated, including extending summer hours by opening some libraries earlier, providing Monday open hours (all City library branches are currently closed on Mondays), and re-evaluating Sunday hours.

Staff evaluated the possibility of extending library branch hours by opening five libraries two hours earlier at 10:00 a.m. instead of noon on Tuesdays and Thursdays for 14 weeks during the summer months. This option would eliminate open hours on Sundays. Unfortunately, this option would create conflicts with staffing by splitting schedules to cover more open hours per day. Avoiding split-schedules during open hours ensures that the library branches are operated safely, while continuing to provide high quality program offerings and services for the public.

During FY 19, a library open hours survey was offered to the community to receive input for a preferred library schedule. The survey asked members of the public whether they preferred open hours on Tuesdays through Saturdays, or Wednesdays through Sundays. More than 1,100 responses were received, with 80 percent of respondents preferring to maintain the current Tuesday through Saturday schedule. Of the respondents that preferred the Tuesday through Saturday schedule, 55 percent preferred Monday for a sixth day of service. With a budget of \$88,000, the Department would only be able to provide four hours of service on Mondays at the library branches, which is not optimal for the schedule of working families.

Instead, staff recommends continuing open Sunday hours (12:00 – 4:00 p.m.) at two locations: Bay Shore and Michelle Obama Libraries. Through August 25 of FY 19, the Bay Shore and Michelle Obama Libraries served 10,144 and 13,923 visitors on Sundays, respectively. These two libraries have the most visitors per year and are conveniently located in two different areas of the City. Moreover, the Michelle Obama Library has the most computers and the largest print and media collection than all neighborhood libraries, and is used by residents beyond north Long Beach. Data on Sunday library attendance is listed below:

Sunday Attendance Chart:

Library:	FY 18 (50 days open):	FY 19 through 8/25 (44 days open):
Bay Shore	14,950	10,144
Burnett	7,812	6,125
El Dorado	11,462	8,896
Michelle Obama	16,633	13,923
TOTAL	50,857	39,088

Maintaining Sunday extended hours at Bay Shore and Michelle Obama Libraries will provide library users some continuity in library services and is the most cost-effective model compared to the other possibilities. The one-time funding for FY 20 will provide seven months of Sunday open hours beginning in November 2019. During the month of October, Sunday hours at Bay Shore, Burnett, El Dorado, and Michelle Obama libraries will continue to ensure a smooth transition, and Library staff will prepare information to inform the public about the new hours.

The Department will prepare to implement the new schedule from November through June 2020. This new schedule will allow Sunday hours through the end of the school year. If the City Council wishes to extend it beyond this time, additional funding would need to be identified.

For additional information, please contact Glenda Williams, Director of Library Services, at (562) 570-6016 or Glenda.Williams@lbpl.org.

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