

Date: May 24, 2022

To: Thomas B. Modica, City Manager



From: Christine Hertzelt, Interim Director of Library Services



For: Mayor and Members of the City Council

Subject: **Library Services to Pilot Schedule Shift at Three Locations**

During the summer of 2021, Library Services (Library) conducted a public survey on residents' preferences for library hours, adaptive technology, and marketing methods in response to recommendations made by the City Auditor's 2021 [Library Services Performance Audit](#). The survey received 1,348 responses. Many respondents expressed an interest in the expansion of library hours to include additional morning and evening hours. Library's current budget does not provide the staffing numbers or flexibility needed to increase hours significantly. Exploring budget neutral options to meet at least some of the needs expressed by residents through the survey, Library Services is proposing a shift in open hours at three library locations, to include more morning hours at Bay Shore, Bach, and Billie Jean King Main Library. This shift would also result in three additional open hours each week at Main Library. Library hours at all other locations would remain as they are currently (indicated in Table 1, Column 2).

The proposed schedule shifts are provided below in Tables 1 and 2. Library Services would like to pilot this new schedule beginning May 31, 2022 through the end of Fiscal Year 2022 (September 30, 2022) to determine if this model of service is operationally sustainable with the current staffing structure.

Table 1. Schedule Shift at Bach and Bay Shore libraries

| Day | Current Public Hours at Neighborhood Libraries | Proposed Public Hours Schedule at Bach & Bay Shore Libraries |
|------------------|-------------------------------------------------------|-------------------------------------------------------------------------|
| Monday | Closed | Closed |
| Tuesday | 12 PM – 7 PM | 10 AM – 5 PM (hours shift) |
| Wednesday | 12 PM – 6 PM | 12 PM – 6 PM |
| Thursday | 12 PM – 7 PM | 10 AM – 5 PM (hours shift) |
| Friday | 10 AM – 5 PM | 10 AM – 5 PM |
| Saturday | 10 AM – 5 PM | 10 AM – 5 PM |
| Sunday | Closed | Closed |

Table 2. Schedule Shift at Billie Jean King Main Library

| Day | Current Public Hours at Billie Jean King Main Library | Proposed Public Hours Schedule at Billie Jean King Main Library |
|------------------|--------------------------------------------------------------|------------------------------------------------------------------------|
| Monday | Closed | Closed |
| Tuesday | 12 PM – 8 PM | 10 AM – 7 PM (hours shift, +1 hour) |
| Wednesday | 12 PM – 6 PM | 12 PM – 6 PM |
| Thursday | 12 PM – 7 PM | 10 AM – 7 PM (hours shift, +2 hours) |
| Friday | 10 AM – 5 PM | 10 AM – 5 PM |
| Saturday | 10 AM – 5 PM | 10 AM – 5 PM |
| Sunday | Closed | Closed |

Bay Shore and Bach Libraries are recommended locations to pilot this change based on survey responses for those locations, whose users expressed a desire for earlier morning hours and did not desire additional evening hours. Four library locations met this criteria, all on the east side of Long Beach: Bach, Bay Shore, El Dorado, and Los Altos. Choosing the north-most location of these and its furthest geographical counter-part to include as many residents as possible geographically, Bach and Bay Shore libraries are the recommended locations for adjusted hours. Recognizing this affects the eastern-most parts of town, Library will explore hours expansion and/or shifts in central, north, and west Long Beach through the use of recovery funds, and will report a plan to the City Council on the feasibility of such adjustments in the coming months.

The expansion in hours at Billie Jean King Main Library is needed to support the shifted open branches, as City staffing backups come from teams at Main Library. Historically, Main Library was open later than branches on Tuesdays when the old Main Library auditorium was used for City Council Meeting overflow. As the library no longer serves this purpose, using this opportunity to realign Main Library’s hours would provide support for the new morning hours at Bach and Bay Shore and result in three additional open hours at Main Library. Survey respondents who identified as users of Main Library expressed a desire for both more morning and evening hours.

In addition to the community survey results shown in Figure 1 and 2 below, Library Services engaged with and sought input from the City Council regarding the proposed hours changes.

Figure 1. 2021 Survey Question

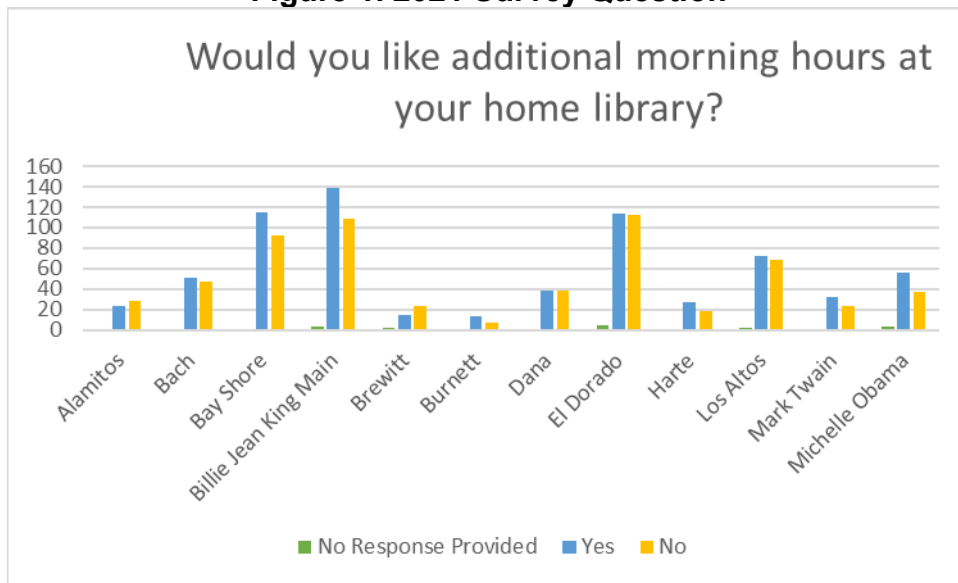
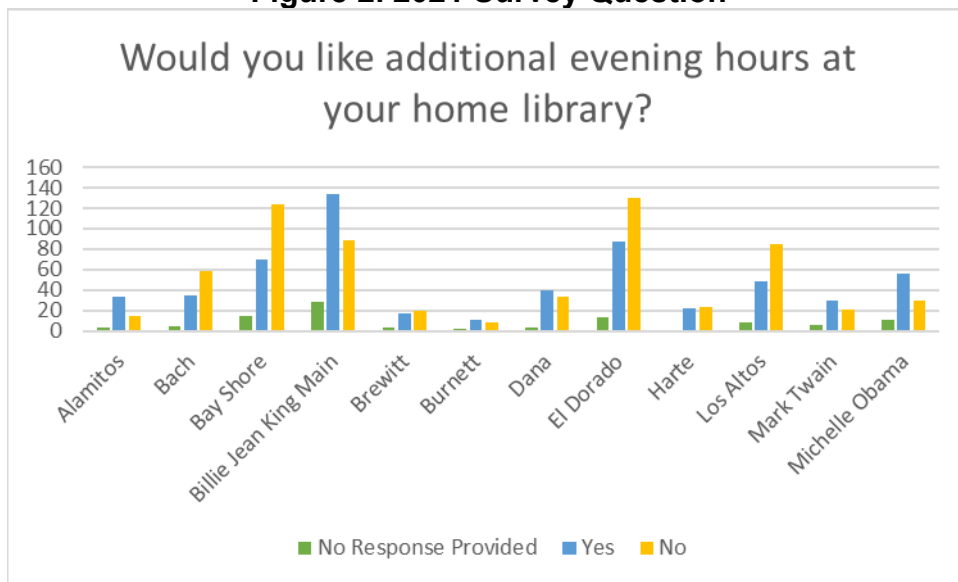


Figure 2. 2021 Survey Question



If you have any questions, please contact me at (562) 570-5265.

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