

Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Jill Bourne

**SUBJECT: UPDATE ON EXPANSION OF
LIBRARY SERVICES VOLUNTEERS**

DATE: November 20, 2015

Approved

D. D. Syl

Date

11/23/15

INFORMATION

BACKGROUND

On April 14, 2014, City Council heard and accepted the City Auditor's report entitled "Library Hours and Staffing: By Improving the Efficiency of its Staffing Model, the Library can Reduce the Cost of Extending Service Hours." At this time, Council directed the Library Department to engage with Labor in the Meet and Confer process to consider allowing volunteers to play a greater role at the Library, a role that would augment the Library Staff and potentially contribute to more open hours at branch libraries.

At the conclusion of the Meet and Confer process, the City and the Municipal Employees' Federation, AFSCME, Local 101 (MEF) entered into a Side Letter Agreement on April 22, 2015, that identified additional responsibilities for the role of Library Services volunteers. New approved tasks for volunteers include shelving children's picture books, floppy books, board books, easy readers, series paperbacks, young adult graphic novels, adult paperbacks, periodicals, media, and materials in the Marketplace. Volunteers may now assist staff with maintaining the collection and the community bulletin boards, and welcoming customers to the Library.

ANALYSIS

Following the Side Letter Agreement, a Library Staff team created an implementation plan that included establishing goals for the volunteer expansion, defining the staff resources required to support additional volunteers, the training needs of both staff and volunteers, and a timeline for the rollout.

The initial goal established for the expansion is that volunteers will shelve 10% of returned materials, or approximately 3,130 items daily, an activity that would have the greatest direct impact on the Library's ability to augment Staff roles and expand service hours. Based on a 2-hour volunteer shift, it was determined that 32 daily volunteer shifts would be needed to reach

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this goal. Most locations have one or two shifts per day, which are aligned to the times when the shelving workload is the greatest.

To expand the Library's capacity to support increased volunteers, at least one staff member at each branch library was chosen to supervise these volunteers, in addition to their regular job duties. On September 23, 2015, these staff volunteer supervisors were trained on how to use the newly developed volunteer training materials and how to provide ongoing coaching and support to the volunteers.

Volunteer Recruitment

Volunteer recruitment began on September 8, 2015, utilizing a number of methods. Postings were placed on sjpl.org/volunteer, the Library's Facebook page, Volunteer Match, All for Good and Nextdoor. Additionally, the opportunity was promoted on flyers and the LCD displays at the branch libraries, and the Library's existing volunteers were notified so they could share the opportunity with their networks. A recruitment posting will be forwarded to Councilmembers shortly that they may share with their constituents.

Volunteer Training

Starting the week of October 5, 2015, volunteers began attending a newly developed 2-hour training program. During the training, they learn the basics of volunteering at the Library, such as: the Code of Ethics, what to do during an emergency, and how to use the volunteer software to log hours and find a substitute when needed. Some of the tools used to teach shelving, shelf-reading, and merchandising include a video produced specifically for the volunteers and companion handouts. In addition to this formal training, volunteers will receive on-the-job training and ongoing support.

Progress to Date

The expansion has been very successful so far. Of the 192 weekly volunteer shifts needed to reach the 10% shelving goal, 42% are already filled. Since the expansion began, Library Services volunteers have contributed 868 hours, representing a 35% increase in hours when compared to the same time last year. In the next six months, the Library will continue recruitment efforts to fill all the shifts and evaluate the first phase of expanding the role of Library Services volunteers.

/s/

JILL BOURNE

City Librarian, Library Department

For questions please contact Kary Bloom, Assistant to the Director, at (408) 808-2170.