Woodland Public Library
FY 2008-2009 Annual Report

Woodland Public Library 2009
Annual Report
<u>Strategic Planning:</u>

The Woodland Library Board of Trustees began the year with formal strategic planning which resulted in reaffirmation of vision and service directions and revision of mission statement. Based upon review of the *Library Needs Assessment and Service Plan* including service directions, service goals, and target populations, *Space Utilization Study*, community survey results, staff input, the Woodland Library Board of Trustees prioritized two strategic goals for 2008-2009:

1. Recognizing that the planned 10,000 SF expansion identified in the Woodland Capital Improvement Plan (CIP) had been placed "below the line" or in an unfunded status due to cash flow issues and concerns of increased and ongoing operational expenses to staff the expansion, a more modest relief to the two most inadequately served areas of priority library service (public access computers and teen space) was identified. ***Realign the tasks within the library to maximize direct public service according to the priorities of the community as identified in the library user survey—Identify efficiencies and alternatives in staffing equivalent to 2 FTE in order to relocate public access computers and teen space to the existing 2,000 SF area on the ground floor without increasing staff costs.***

   - ***Increased automation of circulation:*** increase self-check in circulation from the benchmark of <20% to 50% in the first year, allowing circulation to be staffed predominantly by 1 LTA.
   - ***Outsourcing of repetitive and labor intensive technical processing and cataloging of books and audio visual materials***. Transition to vendor-supplied, shelf ready materials
   - develop or acquire an ***on-line acquisitions system*** that eliminates the use of paper and minimizes the number of staff involved
   - ***utilize staff for both internal and external direct service*** (demonstration, instruction, displays, outreach, programming, service improvement, etc.) for targeted population(s).

2. ***Analyze, overlay, and align materials expenditures with usage to insure cost effective investments.***

   - Analyze collection holdings based upon age (adult, young adult, children), material type (print, DVD, CD, emerging technology), and item classification (fiction, genre, classics, non-fiction) and set material expenditure objectives accordingly.
   - Analyze use and cost of database subscriptions. Consider alternatives.

The focus on staff efficiencies was intended to identify resources to staff additional computer/teen space in the 2,000 SF unimproved area of the library.   As the local economic crisis reflected that of the state and other municipalities, it became apparent that there would be no expansion of library services. The identified strategies and objectives became critical to the survival of the library and to minimizing the proposed service level reductions. The strategic planning process combined with the library user survey clearly identified core service areas for the library which were instrumental in planning for reductions in service
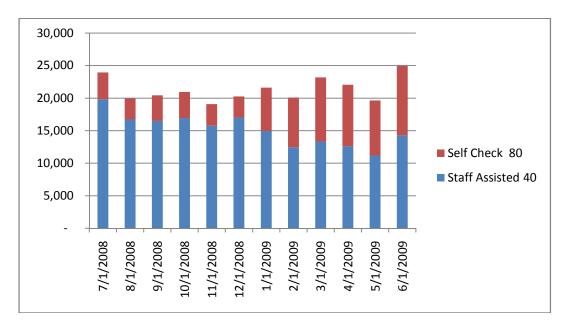
<u>Results:</u>

Strategic Goal #1   *Efficiencies and alternatives in staffing equivalent to 2 FTE were identified through a combination of automation and outsourcing strategies.*

Automation of Circulation: In an effort to increase the automation of circulation**,** two self check stations were purchased with Fund 917 and installed in January of 2009. The baseline revealed that staff-assisted check out which was consistently in the 81-84% range with self-service ranging 16-19%. The anticipated shift is demonstrated in the first six months of operation. For the past four months, staff-assisted checkout has decreased to 57%, and self-service has increased to 43%. The shift has allowed for approximately .8 FTE reductions in staffing at the circulation desk. Staff has

developed strategies to increase the percentage including utilizing volunteers for demonstration of the machines. The chart and graph below details the shift.

CHECK OUT (STAFF VS. SELF) 2009

Month	Staff Assisted 40		Self Check 80		Total
8-Jul	19,830	83%	4,126	17%	23,956
8-Aug	16,712	84%	3,248	16%	19,960
8-Sep	16,495	81%	3,929	19%	20,424
8-Oct	16,944	81%	4,016	19%	20,960
8-Nov	15,767	83%	3,308	17%	19,075
8-Dec	17,010	84%	3,242	16%	20,252
Jan-09	14,951	69%	6,658	31%	21,609
Feb-09	12,447	62%	7,646	38%	20,093
Mar-09	13,325	57%	9,868	43%	23,194
Apr-09	12,582	57%	9,476	43%	22,058
May-09	11,186	57%	8,468	43%	19,654
1-Jun-09	14,284	57%	10,696	43%	24,980
Total	**181,533**	**71%**	**74,681**	**29%**	**256,215**

Outsourcing of technical processing and cataloging: The initial plan to outsource the labor intensive manual and routine physical processing of fiction and media was expanded to include the majority of all library books and media including non fiction and reference. As a result, library staff anticipates substantial savings in staff time, currently estimated at approximately 2000 hours or 1FTE. The Library Board approved a 20% increase in the budget for overall books and materials from Fund 917 in order to offset the increased cost of pre-processed, shelf-ready materials.

On-line acquisitions system: The labor intensive order slips for manual tracking of materials was discontinued on July 28, 2009 and replaced with electronic, on-line tracking procedures. The anticipated staff savings is .2 FTE.

Utilize staff for both internal and external direct service: Despite significant reductions in staff (27% or 3 FTE) during FY 2008-2009, levels of service continued to increase in all key areas (number of visitors, number of items checked out, etc.).

Strategic Goal #2: *Analyze, overlay, and align materials expenditures with usage to insure cost effective investments.*

Analysis of collection expenditures and circulation resulted in a realignment of the materials budget by age, material type, and item classification. Annual, quarterly, and monthly expenditure goals were developed in each area.

Library Material Expenditures /Circulaton/Planned Expenditures

Category	Spent FY 09	2009 Expend %	2009 Circulation	Circulation % 2009	FY10 Budget
Graphic Novels	$ 2,278	1%	287		$ 1,769
Adult fiction	$ 34,762	18%	43,796	15%	$ 27,383
Large print	$ 9,079	5%	3,238	1%	$ 1,825
Adult nonfiction	$ 39,291	21%	33,066	12%	$ 21,960
Adult reference	$ 5,003	3%	85		$ 3,000
Adult Spanish	$ 4,296	2%	3,800	1%	$ 1,828
ESL & Language	$ 10		842		
Adult Print Sub	$ 94,720	50%	85,114	30%	$ 54,735
Adult talking books	$ 12,849	7%	14,776	5%	$ 9,128
CDs	$ 6,338	3%	12,753	4%	$ 7,320
DVDs	$ 10,391	6%	55,788	20%	$ 36,510
Adult AV Subtotal	$ 29,578	16%	83,317	29%	$ 52,958
Adult Total	$ 124,296	66%	168,431	59%	$ 107,693
YA--Total	$ 11,181	6%	10,518	4%	$ 7,302
Children's books	$ 31,181	16%	72,376	25%	$ 45,638
Children's Spanish	$ 7,125	7%	5,852	2%	$ 3,651
Children Print Subtotal	$ 38,306	23%	78,228	27%	$ 49,289
Child audios & CDs	$ 1,716	1%	3,677	1%	$ 1,825
J DVDs	$ 7,646	4%	25,134	9%	$ 16,430
Children's AV Sub	$ 9,362	5%	28,811	10%	$ 18,255
Children's Total	$ 47,668	28%	107,039	37%	$ 67,544
Total Print A,YA,J	$ 144,207	79%	173,860	61%	$ 111,356
Total AV A, J	$ 38,940	21%	112,128	39%	$ 71,194
Director's discretion			285,988	100%	
Totals	$ 183,147				$ 182,550
Actual SO	$ 37,770				$ 40,000
Grand Total	$ 220,917	$1,633 unexpend			$ 222,550

Revenue 2009-2010			
$ 25,000	101	$	25,000
$ 62,650	570	$	55,000
$ 134,900	917	$	197,880
$ 222,550	Total	**$**	**277,880**

222,550 X 25% est pre-processing

The **analysis of database cost and usage** resulted in the discontinuation of the health and wellness database and in the addition of databases for test preparation, educational support, and car repair.

General Library Administration

Staffing: As a result of the Woodland Library Board of Trustee's nomination, Esther Guardado (Library Technical Assistant) was named the California Association of Library Trustees and Commissioners (CALTAC) "Individual for Outstanding Contribution(s) to a Library" at the Annual Awards Luncheon of the California Library Association. The coverage of four service desks for 54 hours per week became increasingly challenging as the staff vacancy rate rose to 27%. As a result of the impact of the dramatic staff reductions, the Board engaged in the difficult process of evaluating services against the core mission of the library, and weighing community input, authorized reductions in services which included the elimination of non-core services (closing Leake Center and eliminating test proctoring and obituary look ups) and reduced core services including children's and adult

programming, summer reading, public computer access. Two long-term careerists with over 55 years of experience retired, leaving a significant gap for both staff and public.   Utilization of temporary part-time staff for collection clean-up and standardization was discontinued in December as a budgetary decision despite the on-going improvements. The threat of layoffs took a predictable toll as staff grappled with the unknown, both personally and professionally. Precariously poised between 40 hour/7 public service staff and 20 hour/4 public service staff, concrete planning was rendered impossible. With the June 22, 2009 City Council approval of the 2009-2010 budget, staff began planning in earnest. The preferred schedule recommended by the director and supported by the Board is currently with the employee association as a meet and confer item. In the meantime, an alternate 40 hour per week schedule was identified and unanimously supported by staff which is characterized by the least number of changes to employee schedules while being open two evenings per week and two Saturdays per month.   The library will be operated with one shift with an anticipated ease in communication. Desk coverage and staff workloads have been carefully analyzed to minimize the use of temporary employees. With the exception of the media desk, the majority of public service will be handled by permanent staff. Despite the reduction in open hours, this would not be possible without the increases in self-check and the implementation of pre-processing.

Facilities and Equipment:
Capital Project: The library exterior renovation project which included stucco repair, painting, roof tile replacement and restoration of historic windows was completed with Measure E funds. Expenditures for 2008-2009 totaled $108,000.
Drainage: Unanticipated corrective action to improper drainage in the mechanical courtyard from the salt discharge of the water softener was completed and paid by the Friends of the Library including the replacement and rerouting of specific waste pipes.
Water Softener: Unanticipated replacement of the existing water softener (installed during 1988 renovation) was funded by the Friends of the Library.
Shelf Shifting: Space for children's Spanish language materials was doubled by shelf shifting to accommodate Guadalajara purchases.
Equipment: The primary upstairs color printer/copier was replaced by purchase, and the public copy machine vendor was changed. Wiring and software for the reference desk was completed, making it a fully functioning work station with all computer capability. The Library was a part of the City wireless upgrade, resulting in improved public access. Two Millennium "Express Lane" self check machines were purchased with Fund 917, and an automated telephone attendant (English and Spanish) was activated in June. Staff computers have been relocated and reconfigured downstairs to allow for book drop check-in and delivery to be processed downstairs. As a result, the need for the upstairs work room has been significantly reduced, and alternatives for relocating the public access computers are being explored. The mechanical room and the electrical room were cleaned out with debris removed by dumpster, and the electrical panel was upgraded to accommodate a generator which allowed the Leake Center to be the city designated cooling center.
Grounds: The Woodland Library Rose Club continues to do an extraordinary job of maintaining the rose gardens for the enjoyment of all of Woodland. Over 500 volunteer hours are contributed to the maintenance alone. In addition, Woodland Public Library was one of the focal points for the 2008 United Way Day of Caring; Target volunteers donated over   volunteer hours to remove old plants and dirt from the courtyard planters and add compost to improving the outdoor reading space.
Graffiti Issues: Graffiti continues to be an ongoing problem, internally and externally. Library staff generally removes the graffiti and notifies the police department. However, occasionally the graffiti abatement team is called, and/or a portion of the library must be closed for a period of time.
Leake Center Closure: Although the Library has been pleased to offer meeting space to the community since 1989, it is not one of the core services supporting the mission of the library. It was a
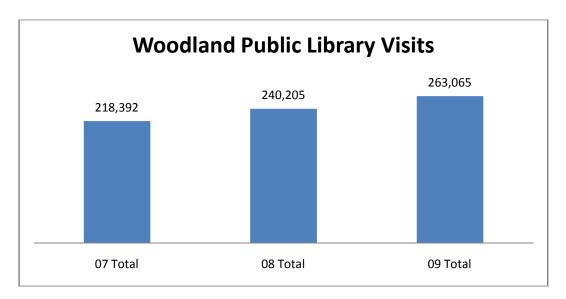
difficult decision, but the Board authorized the closure as of May 1, 2009 as a result of staff and budget reductions in order to focus remaining limited resources on the primary mission of the library.

Key Library Performance Indicators

Public Service: Visits to the Woodland Public Library in 2008-2009 averaged 22,000 per month with the all-time record set in April with 26,850 visits. Circulation or borrowing of library materials continued to grow, finishing the year at 348,254, marking the fifth straight year of consecutive growth. Four of the months exceeded the historic glass ceiling of 30,000 items per month. The following chart details the growth in visits to the library in the past three years despite the decreasing number of staff.
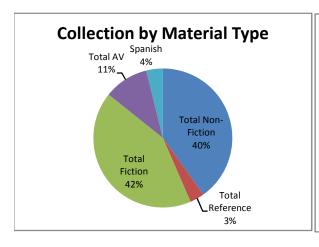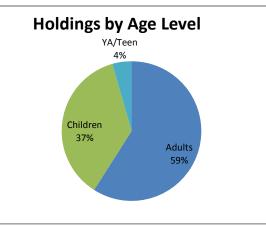
Visits by Fiscal Year WPL

Total Visits	Avg. # visits/month	Avg. # visits/day
218,392	18,200	728
240,205	20,017	801
263,065	21,922	878

Woodland Public Library Visits

218,392 — 07 Total
240,205 — 08 Total
263,065 — 09 Total

Collection: Collections refer to the types of materials in which the library invests for either in-house use (such as reference) or borrowing (circulation). Generally, libraries intentionally collect materials based upon target ages (children, young adult/teen, and adult) and material type (print or audio visual such as DVDs, CDs, and recorded books), and classification (fiction including genre, non-fiction, and reference. The charts below graphically depict the holdings of the Woodland Public Library as of June 30, 2009. According to YCPARMIA, the collection is valued at over $5 million.

	Adults	Children	YA/Teen	All Ages
Total Non-Fiction	24,073	14,361	943	39,377
Total Reference	2,584	737		3,321
Total Fiction	21,199	17,006	3,327	41,532
Total AV	8,173	1,966	75	10,214
Spanish	1,936	1,842		3,778
Total Collection	**57,965**	**35,912**	**4,345**	**98,222**

Collection by Material Type

Holdings by Age Level

The health of the circulating collections of the Woodland Public Library is measured in three primary ways—expenditures, in-house borrowing by local Woodland library users, and requests for loans from other libraries.

Expenditures: The budget for books and library materials has three primary sources:

	Budgeted	Expended	Percentage
General Fund 101	$25,000	$24,091	96%
Developer Fees 570	~~$85,000~~ $62,650	$65,650*	105%
Library Fund 917	$134,900	$134,889	99.9%
	~~$244,900~~ **$222,550**	**$224,630**	**101%**

*Note: no funds were expended after the reduction in budgeted amount.

The following chart provides a detailed account of collection expenditures by month, quarter and year within age and material type:
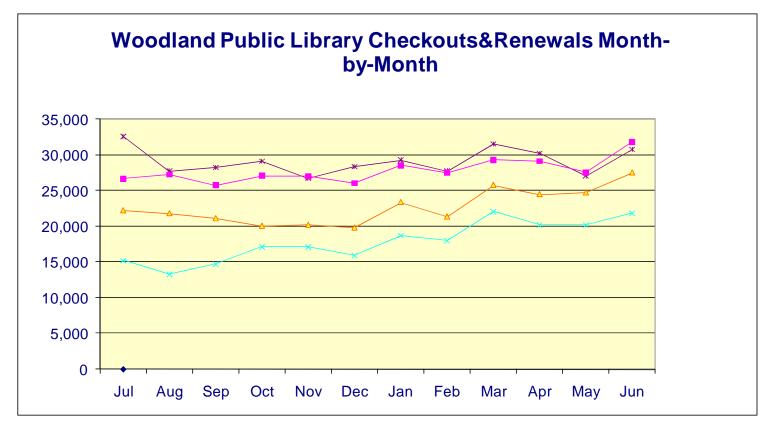
Library Material Expenditures

FY 09-10

Category	Jul	Aug	Sep	Quarter 1	Oct	Nov	Dec	Quarter 2	YTD	Jan	Feb	Mar	Qurarter 3	YTD	April	May	June	Q4	YTD
Graphic Novels						$413	$209	$622	$622	$92	$364	$386	$842	$1,464	$ 316	$ 483	$ 15	$814	$ 2,278
Adult fiction	$1,768	$5,552	$3,235	$10,555	$3,611	$1,747	$747	$6,105	$16,660	$3,750	$1,947	3,202	$8,899	$25,559	$ 4,079	$ 4,724	$ 400	$9,203	$ 34,762
Large print	$957	$1,046	$570	$2,573	$1,334	$664	$346	$2,344	$4,917	$416	$1,276	896	$2,588	$7,505	$ 422	$ 1,090	$ 62	$1,574	$ 9,079
Adult nonfiction	$5,318	$1,404	$4,811	$11,533	$4,018		$1,963	$5,981	$17,514	$3,957	$1,730	2,770	$8,457	$25,971	$ 6,616	$ 4,186	$ 2,518	$13,320	$ 39,291
Adult reference	$56		$629	$685				$685	$936			$936	$1,621		$ 3,358	$ 24	$3,382	$ 5,003
Adult Spanish	$33			$33	$84		$3,248	$3,332	$3,365	$296		172	$468	$3,833	$ 71	$ 313	$ 79	$463	$ 4,296
ESL & Language									$0							$ 10	10	$ 10
Adult Print Sub	$8,132	$8,002	$9,245	$25,379	$9,048	$2,824	$6,513	$18,385	$43,764	$9,447	$5,317	$7,424	$22,190	$65,954	$ 11,504	$ 14,154	$ 3,108	$28,766	$ 94,720
									$0										
Adult talking books	$839	$3,196	$1,191	$5,226	$999	$719		$1,718	$6,944	$747	$758	1,256	$2,761	$9,705	$ 973	$ 2,127	$ 44	$3,144	$ 12,849
CDs		$790		$790		$461		$461	$1,251	$516	$1,412		$1,928	$3,179	$ 15		$ 3,144	$3,159	$ 6,338
DVDs					$2,369			$2,369	$2,369	$2,796	$1,880	116	$4,792	$7,161	$ 16		$ 3,214	$3,230	$ 10,391
Adult AV Subtotal	$839	$3,986	$1,191	$6,016	$3,368	$1,180	$0	$4,548	$10,564	$4,059	$4,050	1,372	$9,481	$20,045	$ 1,004	$ 2,127	$ 6,402	$9,533	$ 29,578
Adult Total	$8,971	$11,988	$10,436	$31,395	$12,416	$4,004	$6,513	$22,933	$54,328	$13,506	$9,367	$8,796	$31,699	$85,997	$ 12,508	$ 16,281	$ 9,510	$38,299	$ 124,296
									$0										
YA--Total	$599	$1,184	$560	$2,343	$1,433	$498	$1,001	$2,932	$5,275	$1,432	279	1,054	$2,765	$8,040	$ 529	$ 1,537	$ 1,075	$3,141	$ 11,181
									$0										
Children's books	$722	$1,793	$1,752	$4,267	$1,267	$936	$1,905	$4,108	$8,375	$2,860	$2,229	3,768	$8,857	$17,232	$ 5,255	$ 6,719	$ 1,975	$13,949	$ 31,181
Children's Spanish		$289	$561	$850	38		$4,271	$4,309	$5,159		$860		860	$6,019	$ 278	$ 755	$ 73	$1,106	$ 7,125
Children Print Sub	$722	$2,082	$2,313	$5,117	$1,305	$936	$6,176	$8,417	$13,534	$2,860	$3,089	3,768	$9,717	$23,251	$ 5,533	$ 7,474	$ 2,048	$15,055	$ 38,306
									$0										
Child audios & CDs						$192		192	$192	$27	$134	131	$292	$484	$ 216	$ 165	$ 851	$1,232	$ 1,716
J DVDs		$2,498		$2,498	$602	315		$917	$3,415	$1,117	$1,099		$2,216	$5,631		$ 2,015	$2,015		$ 7,646
Children's AV Sub	$0	$2,498	$0	$2,498	$602	$507	$0	$1,109	$3,607	$1,144	$1,233	131	$2,508	$6,115	$ 216	$ 165	$ 2,866	$3,247	$ 9,362
Children's Total	$722	$4,580	$2,313	$7,615	$1,907	$1,443	$6,176	$9,526	$17,141	$4,004	$4,322	3,899	$12,225	$29,366	$ 5,749	$ 7,639	$ 4,914	$18,302	$ 47,668
									$0										
Total Print A,YA,J	$8,854	$10,084	$11,558	$30,496	$10,353	$3,760	$12,689	$26,802	$57,298	$12,307	$8,406	11,192	$31,907	$89,205	$ 17,566	$ 23,165	$ 6,231	$46,962	$ 144,207
Total AV A, J	$839	$6,484	$1,191	$8,514	$3,970	$1,687	$0	$5,657	$14,171	$5,203	$5,283	1,503	$11,989	$26,160	$ 1,220	$ 2,292	$ 9,268	$12,780	$ 38,940
									$0										
Director's discretion						$168		$168	$168					$168					
									$0										
Totals	$10,292	$17,752	$13,309	$41,353	$15,756	$6,113	$13,690	$35,559	$76,912	$18,942	$13,968	13,751	$46,661	$123,573	$ 18,786	$ 25,457	$ 15,499	$59,742	$ 183,147
Actual SO	$22,867	$2,025	$687	$25,579	5471	$259	1591	$7,321	$32,900	$615	$276	751.00	$1,642	$35,698	$ 1,454	$ 270	$ 931	$ 2,655	$ 38,353
Grand Total	$33,159	$19,777	$13,996	$66,932	$21,227	$6,372	$15,281	$42,880	$109,812	$19,557	$14,244	14,502	$48,303	$159,271	$ 20,240	$ 25,727	$ 16,430	$62,397	$ 221,500

Actual Revenues (Adjusted)																			
101 General Fund	$25,000																	
570 Developer	$62,650								Braille	$490						$ 493		$983
917 Library Fund	$134,900																$ 222,483
	$222,550																	
Braille Grant	$1,000																	
	$223,550																	

In-house Borrowing reflects the degree of popularity of a library's circulating collection with local Woodland residents. Circulation continued to grow, finishing the year at 349,138, marking the fifth straight year of consecutive growth. Circulation figures for 2008-2009 reflect 6.4% growth over the previous year and 142% growth since 2004. The chart below reflects the circulation and renewal by month for the past seven years, the period for which statistics are available. The investment in self-check equipment was absolutely essential to offset the increased circulation with the simultaneous reduction in staff.

Woodland Public Library Checkouts & Renewals

Month-by-month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
FY 09	32,617	27,688	28,220	29,084	26,699	28,307	29,261	27,692	31,535	30,214	27,071	30,750	349,138
FY 08	26,706	27,290	25,769	27,099	27,033	26,067	28,565	27,541	29,348	29,157	27,585	31,877	334,037
FY 07	22,262	21,852	21,149	20,098	20,241	19,848	23,409	21,389	25,795	24,510	24,741	27,528	272,822
FY 06	15,236	13,294	14,702	17,128	17,117	15,928	18,727	18,051	22,107	20,233	20,189	21,837	214,549
FY 05	11,545	11,644	12,254	12,052	12,200	10,670	12,716	12,796	14,565	13,490	13,558	15,176	152,666
FY 04	11,645	12,066	13,569	13,425	11,821	10,884	13,396	12,376	13,656	11,811	9,560	10,205	144,414
FY 03	13,500	12,050	12,441	13,371	12,071	11,181	13,541	12,337	14,520	13,027	10,966	11,645	150,650
FY 02							13,684	11,990	13,182	13,621	11,742	11,844	

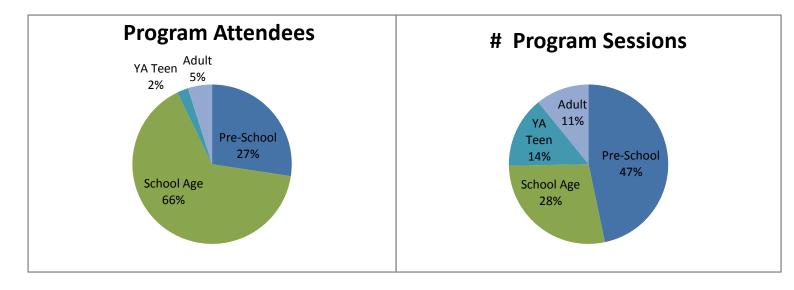## Woodland Public Library Checkouts&Renewals Month-by-Month

Interlibrary Loan (Requests for loans from other libraries): A formal resource sharing partnership exists among Woodland Public, Sacramento Public and 15 other regional libraries. Woodland receives and fills the most requests for Interlibrary loan among the 15 partners. During 2008-2009, 72,681 requests for loans were filled. Since the California Library provides a small financial incentive to encourage resource sharing, this is also a revenue generating activity. Woodland Public Library received $118,768 from the California State Library for this activity. These funds are designated for library book and material replacement.

Programming: Traditional programming as well as special programs occurred throughout the year despite a curtailment in May resulting from budget and staff cutbacks. Traditional year round programming (story times, book clubs, etc.) recorded attendance at 4,560 with 221 sessions. Special programming attracted 750 attendees for 36 programs, and nine program activities for summer reading were attended 1,253 individuals (spanning parts of two summers—July 2008 and June 2009). In special outreach programming 5,116 individuals were served at 22 events.

Total Library Programming FY 08-09

Age Level	Attendees	# Sessions
Pre-School	3,221	142
School Age	7,688	85
YA Teen	268	44
Adult	576	33
Grand Total	11,753	304

Program Attendees

YA Teen 2%
Adult 5%
Pre-School 27%
School Age 66%

Program Sessions

Adult 11%
YA Teen 14%
Pre-School 47%
School Age 28%

Public Computer Access: Three additional public access computers were added to the Envisionware system at the beginning of the fiscal year resulting in a 38% increase in computer usage for the first ten months over the previous year. However, the 33% reduction in public computer access hours in May and June brought an accompanying 34% reduction in computer use.

Website: According to Woodland Information Technology department, the library website is by far the most heavily accessed city site. With access to the catalog, library account, subscription databases, research tools, calendar of events, links and special interest sites, the library site is accessed an average of almost 24,000 per month by over 1,500 users per month. The transition to a new web based content management system has made the task of revision and updating more practical. During the past year, the Board of Trustees link was developed to include pre-posting of meeting agendas, minutes and packets as well as electronic archives. In addition, new pages were added for job-seekers and seniors as well as revisions to all other pages. The library website includes a link to the volunteer page which defines the mission and values of the volunteer program, volunteer job descriptions and alternatives.

Literacy: The Woodland Library Literacy Program had a very productive year. For 2008-2009, the Literacy Program served 418 adult learners with 90 tutors (including 70 traditional one-on-one pairs, 14 inmates and 334 homeless individuals with the Wayfarer Center. In addition to continued increases in services, the literacy program enjoyed a self-sufficient economic year through increased grants, donations and awards. A total of 32 new tutors were recruited, trained, and placed for the tradition one-on-one adult tutoring program. The Wayfarer Program (STEP) continues to evolve with strong participation in the areas of literacy, life skills, and employment preparation for the homeless; *Wayfarer Literary Journal* continues to be published on a monthly basis and can be accessed from the website. The Voter Literacy Program targeted students in the Inmate Literacy Program and Wayfarer for curriculum regarding voter registration, voter rights, candidates and issues surrounding the 2008 elections; 52 first-time voters registered to vote and over 45 voted. Six additional inmates graduated with GEDs, bringing the total graduates to 141. The name change for the Literacy Council has officially been changed from Yolo Literacy Council to Woodland Literacy Council. The Library Services Director conducted a strategic planning session with the Literacy Council Board which was well received and resulted in a revision of the mission as well as the prioritization of goals and activities to achieve the goals. Board members assumed responsibility for specific goals and objectives to be accomplished in the upcoming year. A procedures manual was completed for the

Woodland Literacy Program. As a reflection of the quality of work, the Literacy Program was selected as United Way Agency of the Year recipient at the annual Awards Dinner.

Other Grants and Funding: Special funding received during FY 08-09 included the following:
- $1,000 for Large Print materials from the Woodland Eagles' Auxiliary.
- $5,000 for staffing study from LSTA Eureka Institute
- $5,000 for Voter Literacy through Yolo County Clerk's Office.
- $5,000 for Wayfarer Literacy through Van Lobensels RembeRock.
- $6,5000 for Literacy from Yolo Literacy Council.
- $1,000 from the Biberstein Social Action Fund for Braille materials.
- $1,000 from Target for general literacy.
- $7,500 from the Rumsey Community Fund (Yocha De-He Community Fund) for Wayfarer S.T.E.P Literacy Program.
- "Picturing America" through the National Endowment for the Humanities provided high quality visual arts materials in support of literature.
- "People's Bookshelf" through the National Endowment for the Humanities provided copies of related literature for the collection.
- Literacy received $3,500 from United Way.
- Literacy $5,867 from Woodland Community Development Block Grant for family literacy programming at the Wayfarer Center.

Volunteer Activities
Woodland Public Library has historically had an active volunteer program from which the library and community benefits in many far reaching ways. The California State Library recognized the Woodland Public Library as a trailblazer in the field of volunteerism by including many of the procedures and job descriptions in their publication, *Volunteer Involvement in California Libraries: Best Practices* (1999). The California State Library annual report requires a reporting of volunteer hours. In reviewing the 2008 annual report for FY 2007-2008, a total of 2.1 FTE were reported which included formal volunteerism in the following areas:

Woodland Public Library Traditional Volunteerism

Type of Volunteer Activity	FY 08	FY 09	% change
Literacy Program (predominantly tutoring)	3,687 hours	10,385 hours	182% increase
Library Formal Volunteer Program	318.5 hours	517 hours	62% increase
Teen Volunteers (predominantly summer reading)	336.5 hours	224.5 hours	33% decrease
Total Traditional Volunteer hours reported	4,342 hours	11,126.5 hours	156% increase
FTE	2.1 FTE	5.38 FTE	156% increase

In 2009, the formal library volunteer program hours increased from 318.5 hours to 517 hours, representing a 62% growth. The only decrease occurred with teen volunteers, primarily as a result of reductions in the 2009 Summer Reading Program. Volunteer hours in the traditional library volunteer program increased by 156% when compared with the previous year. A total of 11,126.5 hours were contributed which equals 5.38 full time equivalent staff positions.

As a part of the overall strategic plan and 2008-2009 annual goals, the library has been carefully examining past assumptions and new ways of looking at volunteers. A formal task analysis of all work in the library was part of the decision-making process this past year that led to the automation

and/or outsourcing of some tasks episodically done by volunteers in the past; however, the same process identified additional ways the library may use volunteers.

The California State Library has a new initiative, *Transforming Life after 50: Public Libraries and Baby Boomers,* http://www.library.ca.gov/lds/getinvolved.html which specifically targets boomers for volunteerism in public libraries. Woodland Public Library has enrolled in the statewide Volunteer Match Program. In addition, the library has been formally requesting volunteers (as a way the public can help in this economic time) since March 2009. A number of promising candidates have been identified to resurrect the infamous "Spine Tinglers" program of volunteer book menders and binders. A roving customer service assistant opportunity has been defined to assist library users with self-service options and is currently being tested. In addition, a complete library inventory is has been identified as a flexible project to engage a labor pool who is unable or unwilling to commit to regular work hours.   This is probably the biggest challenge in working with volunteers; there is a significant amount of time required in recruitment, selection, training and supervision AND volunteers cannot be depended upon for critical public service tasks which cannot be suspended when volunteers don't show up.   The library website has a direct link to a volunteer page with information regarding types of activities available, expectations, process, and contact information: http://www.ci.woodland.ca.us/gov/depts/library/volunteers.asp .

Volunteers are not free. In addition to recruitment, training and supervision, the department covers the cost of workers' compensation for all volunteers. A number of very real barriers also exist in the use of library volunteers. Access to databases containing confidential patron information is a privacy issue. Most libraries do not allow volunteers access; we have been very selective in allowing only a few volunteer interns (following strict training and review of privacy policies) to have access; however, it raises issues of network security as well. In addition, citywide policy decisions are necessary in some areas in which risk is involved especially in working with children. Most public institutions require fingerprinting, background checks and TB testing for individuals who will volunteer directly with children.

The library is very open and enthusiastic regarding the possibilities of enhancing library services through the use of volunteers. At the same time, the library is realistic regarding the requirements, limitations, and challenges. WPL looks forward to resolving the policy issues and moving forward in a planned and constructive manner.

In addition, the library benefits tremendously from the more informal volunteerism that is documented as follows for 2009:

Rose Club (grounds maintenance, admin. and fundraising)	2,333 hours
Friends of the Library (fundraising, advocacy and admin.)	1,695 hours
Board of Trustees (administrative and advocacy)	450 hours
	4,478 hours

Library staff was pleased to host a Volunteer Appreciation Luncheon in April to recognize the efforts of local volunteers.

Goals for 2009-2010
- Sustain the current 40 hours per week of public service hours. Based upon industry standards, 35 hours per week is the minimum number of operational hours for a main library. For a library service area with a population of 50,000+, the Yolo County Library Master Plan recommends 50-60 hours per week as a minimum standard.

- Explore and implement alternative to current computer location in order to reduce crowding, noise, and safety issues as well as expand shelving for collection.
- Increase self-checkout by library patrons to 50% by January 2010.
- Redesign library website with end user in mind by eliminating jargon, creating attractive graphic interfaces that are user friendly and continue to develop special interest pages for target groups.