

July 2009						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	
				holiday		
5	6	7	8	9	10	11
x	x	12-8	10-6	12-8	10-6	10-6
12	13	14	15	16	17	18
x	10-6	12-8	10-6	12-8	10-6	x
19	20	21	22	23	24	25
x	x	12-8	10-6	12-8	10-6	10-6
26	27	28	29	30	31	
x	10-6	12-8	10-6	12-8	10-6	

August 2009						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
						x
2	3	4	5	6	7	8
x	x	12-8	10-6	12-8	10-6	10-6
9	10	11	12	13	14	15
x	10-6	12-8	10-6	12-8	10-6	x
16	17	18	19	20	21	22
x	x	12-8	10-6	12-8	10-6	10-6
23	24	25	26	27	28	29
x	10-6	12-8	10-6	12-8	10-6	x
30	31					
x	10-6					

September 2009						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
		12-8	10-6	12-8	10-6	x
6	7	8	9	10	11	12
x	holiday	x	10-6	12-8	10-6	10-6
13	14	15	16	17	18	19
x	10-6	12-8	10-6	12-8	10-6	x
20	21	22	23	24	25	26
x	x	12-8	10-6	12-8	10-6	10-6
27	28	29	30			
x	10-6	12-8	10-6			

October 2009						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	
			12-8	10-6	x	
4	5	6	7	8	9	10
x	x	12-8	10-6	12-8	10-6	10-6
11	12	13	14	15	16	17
x	10-6	12-8	10-6	12-8	10-6	x
18	19	20	21	22	23	24
x	x	12-8	10-6	12-8	10-6	10-6
25	26	27	28	29	30	31
x	10-6	12-8	12-8	12-8	10-6	x

November 2009						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
x	10-6	12-8	10-6	12-8	10-6	x
8	9	10	11	12	13	14
x	x	12-8	holiday	12-8	10-6	10-6
15	16	17	18	19	20	21
x	10-6	12-8	10-6	12-8	10-6	x
22	23	24	25	26	27	28
x	x	12-8	10-6	holiday	holiday	10-6
29	30					
x	10-6					

December 2009						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
		12-8	10-6	12-8	10-6	x
6	7	8	9	10	11	12
x	x	12-8	10-6	12-8	10-6	10-6
13	14	15	16	17	18	19
x	10-6	12-8	10-6	12-8	10-6	x
20	21	22	23	24	25	26
x	x	12-8	10-6	8-12 holiday	10-6	10-6
27	28	29	30	31		
x	10-6	12-8	10-6	12-8		

Woodland Public Library Recommended Calendar for July-December 2009: 40 hours per week

Recommendation Rationale:

- The diverse populations served by WPL make it unrealistic to recommend a schedule based on all days or all evenings. Staff is unanimous in agreement that a mix of morning and evening hours is necessary to meet the needs of patrons. Seniors and preschoolers are two of the library's targeted populations who have expressed a strong preference for morning hours. Eliminating all morning hours will effectively cut services to both populations.
- Consistency of hours based upon generally accepted standards (M,W,F and TTh). The public currently is able to differentiate days (M-Th versus Fri and Sat) without a great deal of difficulty. A marketing campaign will be necessary regardless of the schedule including press and website. The automated attendant will provide a recorded message of the library's hours.
- No staff member recommended no Saturdays, and no staff member recommended all Saturdays. The best compromise seems to be a standard opening on second and fourth Saturday, alternating with Monday closures during weeks when library is open on Saturday. The preliminary word from MWLS is that Monday delivery will be discontinued making this the most practical day for alternating.
- Under this schedule, each staff member will be required to double the number of evenings per week worked and double the number of weekends worked; however, the proposed schedule allows for two 3-day weekend per month.



WOODLAND
PUBLIC LIBRARY

250 First Street, Woodland, CA 95695
(530)661-5980 (530)666-5408 FAX
<http://www.cityofwoodland.org/library>

SANDRA D. BRIGGS
Library Services Director
sandra.briggs@cityofwoodland.org

To: Woodland Library Board of Trustees
From: Sandy Briggs, Library Services Director
Date: June 1, 2009
Re: Recommendation for Reduction in Total Compensation Packet for Library Services Director

Background

The City of Woodland is currently struggling with unprecedented budgetary shortfalls which have led to early retirement incentives and drastic reductions to services and programs in an effort to avoid involuntary layoffs. The remaining gap of \$1.3 million (or roughly 5% of total employee compensation) is needed in a combination of salary and/or benefit sharing from employees. All associations and labor unions representing the City of Woodland employees are currently in negotiations as contracts expire June 30, 2009. In a dramatic act of leadership, City Manager Mark Deven has instructed the Department of Finance to reduce his overall monthly compensation by 7.4% beginning July 1, 2009 through a combination of 5% wage reduction and 2.4 % in other compensation (benefits). I propose the comparable reduction for me in my position of Library Services Director to achieve an overall monthly compensation reduction of 7.4%. As with the City Manager's act, I request an adjustment to the act following negotiations to reflect the agreement reached between city management and bargaining units.

I believe that the City Manager has demonstrated leadership that warrants appreciation and emulation in this difficult budgetary time.

Staff Recommendation

The Library Services Director, Sandy Briggs, recommends that her total monthly compensation be reduced by 7.4% effective July 1, 2009.

February 28, 2009

June 1, 2006 agenda packet VII B

Ms Sandra Briggs
Woodland Public Library
250 First Street
Woodland, California 95695

Dear Sandra:

Thank you for allowing me to give you a quote to install a new Automated Attendant to your existing telephone system. The attached Power Point call flow and script are a tentative design based upon our conversation last week. I have also included several outstanding issues that need to be addressed if you decide to move forward with this proposal.

You have indicated you would like this application in English and Spanish. If you decide to move forward with this Automated Attendant, the cost would be \$950.00 for both languages. If you decide you would like English only the cost would be \$760.00 as there are only a few mailboxes involved in this design. The application would include the following services:

- Final Application Design with customer approved sign-off
- Customer provided script review and guidance with approved sign-off
- Mailbox creation
- Application recording assistance and guidance
- Mailbox linking
- Application testing and adjustments
- Complete documentation including:
 - Mailbox listing with passwords and parameters
 - Labeled application diagram
 - Instructions for updating the application
 - Completed scripting
- Cutover of application any weekday between 8a.m. - 5p.m.
- Telephone support (5 days after)
- Instructions on how to maintain application on ongoing basis

If you decide to proceed with this application, you can simply respond to this email as Cindy has already covered the billing process with you.

Please be aware that if the cutover is scheduled after 5p.m. or if any changes are requested once the script and final design have been signed off on by you, they will be charged at \$95 per hour, 1 hour minimum to make any modifications. Attached is the Call Flow Diagram that we have developed.

If you wish to proceed just let me know by email or telephone and I will begin the process immediately.

If you have any questions please feel free to contact me at (916)599-0695. I look forward to hearing from you soon.

Regards,

Nancy Boudreaux
Applications Consultant
VIP Services

cc: Cindy Berg
Kevin Mahoney

Enclosure: Call Flow Diagram
Tentative Script

CITY OF WOODLAND PUBLIC LIBRARY
 AUTOMATED ATTENDANT

530-661-5980

Outside Caller



SEASONAL MAILBOX TYPE 34

IF SOMETHING IS RECORDED IN THIS MAILBOX, IT WILL PLAY TO CALLERS PRIOR TO MAIN MENU. IF NOT, CALLERS WILL PASS THROUGH TO MAIN LANGUAGE MENU

MB TYPE 31

You have reached the Woodland Public Library

To hear this information in English

To hear this information in Spanish

MB TYPE 32

If you know your selection, you may make it at any time.

The Library's hours are Monday through Friday 10:00 AM to 8:00 PM....

For general information on holiday hours, Renewing or placing holds....

For information and research help

For childrens and teen services

For Staff Members to reach Library Staff during normal business hours NOT VOICED OPTION - SILENT

To repeat these options

To return to the Language Menu

Ex: 5881 Or 2432??

Ex: 5883 Or 2431??

Ex: 5 Or 24

Rings??

Volunteerism and Woodland Public Library

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 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:

Literacy Program (predominantly tutoring)	3,687
Library Formal Volunteer Program (Rita Cocke)	318.5
Teen Volunteers (predominantly summer reading)	<u>336.5</u>
Total Reported Hours	4,342 hours or 2.1

FTE

In addition, the library benefits tremendously from the more informal volunteerism that is documented for an annual basis:

Interns	200 hours
Rose Club (grounds maintenance and fundraising)	2,333 hours
Friends of the Library (partial EM, SA, CB, PS/book sales)	895 hours
Board of Trustees	<u>3,428+ hours</u>

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 we 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. We are in the process of enrolling in the statewide Volunteer Match Program, and I am working with Rita Cocke to revamp our existing local volunteer program. We have been formally requesting volunteers (as a way the public can help in this economic time) since March. We have a number of promising candidates who have been identified to resurrect our infamous "Spine Tinglers" program of volunteer book menders and binders. In addition, we are in desperate need of a formal inventory and simply have no current staff to undertake such a process; it is an ideal opportunity for volunteers as it is on-going and flexible to meet the needs of a labor pool who is unable or unwilling to commit to regular work hours. This is probably the biggest challenge in my mind of 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 is in communication with the Yolo County Department of Employment and Social Services regarding the use of work experience youth. YCDESS will pay the wages (minimum), but we would be responsible for Workers' Comp. Although the library's past experience has been less than stellar with this program, we are willing to try it again unless you have a problem with the workers' comp. The City Attorney is currently reviewing the required contract.

Lastly, we are coordinating with Lamar Hastings regarding the inclusion of members of the Woodland Youth Coalition in both planning and implementing increased volunteerism.

Although many people have an interest in "helping children," some candidates are frankly not appropriate. We need to carefully consider the process we use for individuals who may work directly with children. I believe most libraries and all schools require fingerprinting and TB testing for individuals who will volunteer directly with children. 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 access (following strict training and review of privacy policies) to have access; however, it raises issues of network security as well.

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