

RESOLUTION NUMBER R- 294311

ADOPTED ON NOV 27 2000

WHEREAS, in the month of August Mayor Golding conducted an on-line web poll to better understand the needs of library patrons; and

WHEREAS, the results of the web poll showed that 74% of the respondents have tried to use the branch libraries only to find them closed; and

WHEREAS, the web poll also showed that 74% of the respondents support increased library hours; and

WHEREAS, in a memo dated August 23, 2000, Mayor Golding asked the City Manager to investigate all options available to expand library operating hours and the City Manager responded with several options in a memo dated August 31, 2000, which is attached hereto as Attachment A; NOW, THEREFORE,

BE IT RESOLVED, by the Council of The City of San Diego, that the City Council adopts option number one in Attachment A, and directs the City Manager to shift library hours to meet alternative schedule requests.

APPROVED: CASEY GWINN, City Attorney

By Stuart H. Swett  
Stuart H. Swett  
Senior Deputy City Attorney

SHS:jrl  
11/21/00  
Or.Dept:Mayor  
R-2001-914

City of San Diego  
**MEMORANDUM**

**DATE:** August 31, 2000  
**TO:** Honorable Mayor Susan Golding  
**FROM:** George I. Loveland, Assistant City Manager  
**SUBJECT:** Library Hours of Operation

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In response to your request, a number of options have been identified to expand library service hours. Several funding options are also offered for those measures requiring increased funds.

BACKGROUND

Currently, branch libraries provide between 48 and 62 open hours per week. Seventeen branches are open 48 hours per week, thirteen branches are also open 52 hours per week, and three branches are open 62 hours per week. (Attachment 1)

After Proposition 13 in 1978, library service hours were reduced. Hours were changed in an attempt to meet the demand, creating confusion on the part of the public. Larger branch libraries were open on alternating Friday and Saturday schedules, and small branches were closed on Saturday. In response to the public's request for uniform hours, the City Council instituted six-day, Monday through Saturday service in all branches in 1984. Sunday hours were begun at three branches in 1988, and later added at the Central Library and 12 branches in 1992, as part of the Neighborhood Pride and Protection Program.

Present operating hours are comparable to other urban public libraries, with an average of 50.85 open hours/week. This compares to 29 average open hours/week for Sacramento and 75 for Phoenix. Houston, with 36 branches, has an average of 51.63 hours/week. The County of San Diego has 31 branches, with an average of 37 hours/week. (Attachment 2)

OPTIONAL METHODS FOR EXPANDING HOURS OF OPERATION

1. Shift Library Hours to Meet Alternative Schedule Requests - This could be accomplished by:
  - a) tailoring each library's hours to meet demand within each branch service area;
  - b) geographically pairing branches, cutting hours at some and expanding at others;
  - c) pairing branches to provide Monday-Thursday evenings by geographic area, with no changes in total open hours per branch; and
  - d) closing some branches on Sundays, shifting the four hours to Tuesday /Thursday evenings.

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Pro: Open hours could be increased during periods of the highest usage by patrons.

Con: In the past, the lack of uniform hours caused considerable confusion and complaints from the public. Varying open hours may require more substitute staff to cover absences.

Costs: Shifting hours to meet demand should not require additional funding, depending upon the specific schedule adopted.

2. Increase Use of Volunteers. Increase the use of volunteers to allow for extended hours of operation by supplementing existing staff.

Pro: Last year, the Library had 1,349 individual volunteers contributing 61,229 hours (averaging 3.8 hours/month). Volunteers could allow existing staff at some locations to be spread over longer hours, if tasks performed would allow.

Con: Council policy states volunteers are to augment and not replace staff. They also can't handle cash or access private library patron records. Also, volunteers contribute very small amounts of time per month, and most could not provide consistent public service. Communities with working parents do not generate as many volunteers and turnover is high, requiring continual training and recruitment. Spreading staff thinner during open hours decreases the ability to train staff and relieve staff for vacations. Volunteers already support the library's open hours. Recruitment, training and management of more volunteers would require additional expense.

Costs: Volunteer Coordinator and support staff commensurate with the level of volunteers required.

3. Increase Hours by Adding Staffing. The adopted Branch Library Facilities Report identifies staffing levels required to add Sunday hours or to extend weekday hours.

Pro: Full library services could be provided, including youth services, computer and reference services and maximized use of meeting rooms/facilities.

Con: This option results in increased staffing costs, at a time when recommended staff levels are not met for existing hours and new branches are being planned.

Costs: Ten weekday service hours (Monday/Wednesday mornings, Tuesday/Thursday evenings) - \$127,000 to \$187,050 annually per branch.  
Sunday hours - \$37,500 to \$51,000 annually per branch.

4. Consolidate Branch Libraries to Fewer Facilities. Close branches located closer than two miles from another and shift funds to expanded hours. This would result in closing one in each of the following pairs;
- City Heights / Kensington-Normal Heights
  - Mission Hills / University Heights
  - Ocean Beach / Point Loma
  - Malcolm X / Beckwourth (Educational Cultural Complex)

Pro: Closing four branches would save approximately \$750,000 which could then be used to fund expanded hours throughout the system.

Con: Patrons would need to travel farther in some instances.

5. Increase Library Fines / Fees - Increase fines / fees to fund more open hours. Currently, \$795,376 is generated from fines, which is the largest component of revenue.

Pro: The Zero-Based Management Review Committee (1998) believed that fees and earned revenues could be selectively increased, and might offer \$500,000 in new revenue.

Con: Increasing fines may not result in more funds; when a book reservation fee was begun, reservations dropped from 90,000 to 15,000 annually.

Costs: The amount of funding generated would depend on the level of activities generating the revenue (overdue materials, book reservations, etc).

#### FUNDING OPTIONS

1. Senate Bill 1774. This bill is being drafted to provide grants for schools and libraries to make computer facilities available to the public on evenings and weekends. The grant is limited to \$100,000, with a total appropriation of \$1 million.
2. Seek Special Legislation. The City could seek special legislation, particularly at the state level, to fund additional open hours for public libraries.
3. San Diego County Children and Families Commission. A county commission has been formed to administer a competitive grant program for over \$33 million from tobacco money, targeting benefits to children, ages 0 - 3. The grant program has three priorities, including healthy children, strong families and child development. Funding for Youth Services Librarians are being sought to offset costs of expanding service hours.
4. Increase Library Fines / Fees. Adult and juvenile fines for late material are now 25 and 5

Honorable Mayor Susan Golding - Library Hours of Operation

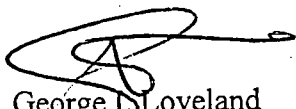
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cents/day, with a maximum of \$10.00 and \$1.00, respectively. Video late fines are \$2.00/day, with a maximum of \$20.00 per item. On-line book reservations are \$1.00/book.

5. Seek Grants. The Library will continue seeking grants to cover the costs of Library programs and materials, and could target grants for increasing hours of operation.
6. Seek Corporate Sponsorships for Extended Hours. A Request for Proposals could be issued to seek corporate sponsorship of extended hours at one or more branch libraries. Corporate sponsors have provided staffing (electronic services librarian) and Internet connections for free or at reduced rates.
7. Reduce Other City Programs. Other City programs could be reduced or eliminated as determined by City Council priorities.

Many of the options listed above can be combined to attain goals set by Council as you consider this matter. If there are other options we have failed to enumerate and you would like us to provide additional information or comments about them, please call me or Anna Tatár, Library Director.



George I. Loveland  
Assistant City Manager

AT/MB

Attachments: 1. Existing Branch Library Hours of Operation and Historical Changes  
2. Comparison with Other Libraries' Hours of Operation

cc: Councilmembers  
City Manager Michael Uberuaga  
Library Director Anna Tatár

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## EXISTING BRANCH LIBRARY HOURS OF OPERATION and HISTORICAL CHANGES

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### Existing Branch Hours of Operation:

48 Open Hours - 17 Branches (Monday/Wednesday - 12:00 - 8:00 p.m.;  
Tuesday/Thursday/Friday/Saturday - 9:30 - 5:30 p.m.)  
52 Open Hours - 13 Branches (above hours plus Sunday 1:00 - 5:00 p.m.)  
62 Open Hours - 3 Branches (extended weekday hours plus Sunday)

#### Libraries - 48 Hours

Beckwourth  
Benjamin  
Carmel Mountain  
Carmel Valley  
Clairemont  
College Heights  
Kensington/Normal Heights  
Mission Hills  
North Clairemont  
Oak Park  
Ocean Beach  
Paradise Hills  
Rancho Penasquitos  
Scripps Ranch  
Sierra Mesa  
University Community  
University City

#### Libraries - 52 Hours

Balboa  
Linda Vista  
Logan Heights  
Malcolm X  
North Park  
Point Loma  
Rancho Bernardo  
La Jolla/Riford  
San Carlos  
San Ysidro  
Skyline Hills  
Pacific Beach/Taylor  
Tierrasanta

#### Libraries - 62 Hours

City Heights/Weingart  
Mira Mesa  
Otay Mesa

### Historical Changes in Branch Hours of Operation:

1975 -1977. Staff decreased slightly in FY '77 with gain of two new branches. Service hours at the busiest facilities were cut eliminating Thursday evening service in 1976.

1978. Proposition 13 dropped branch staffing from 123 to 89. Considered ways to provide some Saturday hours with a five-day staff week. Geographically paired larger branches with some open Friday, others on Saturday. Small branches had no Saturday hours.

1979. Eight large branches extended service hours to six-day Monday through Saturday service. Nine mid-sized libraries continued with alternating Friday and Saturday open hours.

1984. All branches were increased to six-day Monday through Saturday service. The uniform hours reduced patron confusion on open hours and maximized efficiency of staff use.

1988. Sunday hours were added to Mira Mesa, North Park and Otay Mesa.

1992. Neighborhood Pride and Protection Plan funded Sundays (1-5 pm) at Central Library, twelve branches & expanded weekday hours (ten more) at Mira Mesa, N. Park, Otay Mesa.

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## COMPARISON WITH OTHER LIBRARY HOURS OF OPERATION

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The following table compares the average open hours per week of the branch libraries in cities throughout the country with the average hours in branches in the San Diego Public Library.

### AVERAGE HOURS OF OPERATION/WEEK IN URBAN LIBRARIES

Urban Libraries with Branches	Average Hours/ Week at Branches	Number of Branches
Phoenix	75	12
Austin	59.66	18
San Antonio	58	18
Chicago	57.71	76
Seattle	57.45	22
San Jose	54	17
Houston	51.63	36
<b>San Diego - City of</b>	<b>50.85</b>	<b>33</b>
Cleveland	47.71	28
Los Angeles	47.67	62
Dallas	47	22
Denver	42.86	22
San Francisco	40.74	27
Philadelphia	37.46	52
Sacramento	29.57	21