

**MEMORANDUM**  
**Placer County Library**  
County of Placer

TO: Honorable Board of Supervisors

FROM: Mary George, Director of Library Services *mg*

DATE: January 6, 2015

SUBJECT: Approve the temporary reduction of public service hours at the Auburn, Loomis, and Rocklin Libraries effective Monday, January 26, 2015.

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**ACTION REQUESTED**

Approve the temporary reduction of public service hours at the Auburn, Loomis, and Rocklin Libraries. Reduce the Auburn and Rocklin Libraries from 47 public service hours per week to 39 hours per week; closing both libraries on Mondays. Reduce the Loomis Library hours from 32 public service hours per week to 24 hours per week. All changes to be effective January 26, 2015.

**BACKGROUND**

Since the economic downturn began in 2008, the Library has been back-filling many permanent staff vacancies, due to attrition and retirements, with extra-help Library Page positions. Year over year reductions in property tax revenues has limited the Library's ability to budget for upfront OPEB costs for new hires or sustain the cost of additional permanent hires. As a result of these fiscal challenges, permanent positions were left unfunded and unfilled.

With the introduction of AB 1028 in 2011, the Library lost the continuity and expertise associated with the re-hiring of retired annuitants as extra-help employees.

In 2013, the requirements of the Affordable Care Act have further limited the Library's use of extra-help Library Page positions by restricting the available hours an extra-help employee may be scheduled.

This year the Library increased the work hours of the permanent staff in the smaller branches from 20 hours per week to 30 hours per week. This helped mitigate the use of extra-help ensuring that permanent staff was available during most public service hours.

Relying on extra-help staffing for Library Services is no longer pragmatic or sustainable. Currently, more than 50% of Library employees are extra-help employees. With such heavy reliance on extra-help labor, the Library is at risk of violating the Affordable Care Act thus putting the County at risk for large fines from the State of California. Additionally, there are several internal factors that make the Library's reliance on extra-help staffing unwieldy to manage:

- Extra-help Library Pages cannot be relied upon for consistent scheduling.
- Library Pages cannot be effectively performance managed. This jeopardizes the Library's ability to provide consistent customer service.
- The Library is in a constant state of recruiting, hiring, and training new Library Pages as it is frequently losing extra-help staff to other employment opportunities. This time and energy could be better spent assisting Library customers or planning services and programs.

## **ANALYSIS**

### *Auburn and Rocklin Libraries*

Currently the Auburn and Rocklin Libraries are open Monday-Saturday. A six day work schedule necessitates the use of extra-help on both Mondays and Saturdays to cover shifts the permanent staff is scheduled off. Temporarily closing on Mondays would eliminate the need for extra-help staff on Mondays. With permanent Library staff scheduled to work Tuesday-Saturday, the use of extra-help staff on Saturdays would also be reduced. Permanent staff would be available to assist customers during most open hours and in all branches. Customer service would be more consistent and customer satisfaction overall improved.

### *Loomis Library*

The Loomis Library, currently open 32 hours per week, would be reduced to 24 hours. In prior years the Loomis Library was assigned a Senior Library Clerk and a Library Clerk to operate the branch. A number of years ago, the Library Clerk allocation was eliminated. Eliminating the allocation increased the reliance on extra-help staff to operate the branch. A reduction in Loomis Library hours would finally help ease the staffing burden associated with the loss of the Library Clerk. A reduction to 24 hours per week would align Loomis with other mid-sized libraries in the system including the Foresthill and Meadow Vista Libraries.

### *Staff Summary*

A temporary reduction in hours will afford Library Administration the time needed to vet current staffing models in all libraries and make solid recommendations for the conversion of extra-help to permanent staff. The Library's Strategic Plan, approved by your Board on December 10, 2013, recognizes that the Library must reverse the erosion to services due to the economic recession and must invest as the economy improves in the facilities, collection, staffing, and programming in order to meet the expectations of savvy Library customers.

Over the past year, the Library has worked with the CEO's Office and Personnel to brainstorm appropriate and sustainable staffing models. Personnel is actively engaged in evaluation of the current duties of the Library Pages and will assist in making recommendations for a healthy Library workforce moving forward. With successful analysis and action, the Library should be poised to return public service hours in the near future.

The Library is also working with the County Executive Office, the Facility Services Department, and the Personnel Department regarding options to consolidate and streamline its operations.

This system wide approach is expected to achieve a sustainable model, and ultimately enhanced services for our Library patrons

FISCAL IMPACT

To be determined with the intention of reducing the extra help budget

