



**Agenda Item C.2**  
**DISCUSSION/ACTION ITEM**  
**Meeting Date: October 7, 2024**

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**TO:** Chair and Members of the Library Advisory Commission

**SUBMITTED BY:** JoAnne Plummer, Neighborhood Services Director

**PREPARED BY:** Elizabeth Saucedo, City Librarian

**SUBJECT:** Updates on Library Division Goals in the Neighborhood Services Department Fiscal Year 2024/25 Work Program Presentation

**RECOMMENDATION:**

Receive a progress update on goals for the Library Division as established in the Neighborhood Services Work Program for Fiscal Year 2024/25.

**BACKGROUND:**

Each year, all Departments within the City of Goleta develop and present Annual Work Programs to City Council for adoption, prior to finalizing the next Fiscal Year (FY) budget. The Neighborhood Services Department Annual Work Program provides a regular, structured mechanism to allow the Council to review and discuss the Department's work commitments and staffing resources, alignment to the Council's Strategic Plan, and provide direction on Department work priorities for the next fiscal year. On May 28, 2024, the Neighborhood Services Department Annual Work Program was presented to and adopted by City Council. On August 5, 2024, the Library Advisory Commission (LAC) received a presentation on the goals of the Library Division as set forth in the Neighborhood Services Department Annual Work Program.

**DISCUSSION:**

The main function of the Library Advisory Commission (LAC) is to advise Council and staff on matters affecting the Goleta Valley Library, and to represent the interests of the Library's patrons by recommending programming and services for the Library.

The purpose of this review is to ensure that the LAC is well-informed of the progress that Staff have made toward their goals. The points listed below identify the Council-approved projects for 2024/2025 for the Library Division, followed by a description of the advancement made on each project:

- **Complete Library Strategic Plan:** A framework for the strategic plan is currently being developed. Staff will provide this information to the Commission at a future meeting, prior to releasing the Request for Proposals. Due to the impending construction project, it was determined to facilitate the strategic planning process to focus on the desires of the community once the Goleta Valley Library opens back up to the public.
- **Assess remaining policies & update/add as necessary:** A variety of policies provide a framework for all Library operations, such as the collection, rules of conduct, and various programs and displays. To ensure practices meet the current needs of the field and support a positive patron experience, Library policies will continue to be reviewed and updated periodically and will be shared with the LAC for response. Library Staff are currently in discussion with Parks & Recreation Staff on policies that overlap between their operations to promote consistency of practices across City divisions.
- **Partner with Community Center in Weekly Programming for Seniors:** The Library currently shares information and resources with Community Center staff that are relevant to senior programming; displays flyers and calendars to cross-promote high-interest senior programming; and refers patrons to facility bookings at the Community Center if reservation requests exceed the capacity of the Library space or service levels. Further opportunities for collaboration may be possible during the temporary closure of Goleta Valley Library during construction.
- **Work with Schools to Access Library Cards for All Students:** The Children's Librarian recently partnered with the Teacher Librarian at Goleta Valley Junior High School to provide outreach via campus visits. She shared information about Goleta Valley Library's programs and services with 7<sup>th</sup> – 8<sup>th</sup> grade students and issued approximately 300 juvenile and teen library cards. The LAC will continue to be informed of progress in issuing library cards to local students.
- **Establish new Bookvan service plan (if funding is identified):** If funding is identified for the continuation of Bookvan service in FY 2025/26, the service plan will be reviewed at that time. Potential updates to routes and schedules will be shared with the LAC as the service model is assessed and developed. At this point in the budget process, this information is not yet available but will be shared as it is developed. During the anticipated Library closure during construction, expanded levels of Bookvan service are anticipated, and details will be formalized with Council authorization.

The Library Division aims to include the LAC members in the development of goals for future work plans and will continue to provide opportunities for advising on recommendations for projects, programs, and services. This process commenced in late summer, which was ahead of the projected timeline of fall, and will continue to occur on an ongoing basis. In anticipation of the Library closure during construction, Staff will be developing modified service plans to include innovative programming to meet ongoing

**Meeting Date: October 7, 2024**

service needs. These will be presented at an upcoming LAC meeting for continued involvement by the Commission.

**Review By:**

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Elizabeth Saucedo  
City Librarian

**Approved By:**

A handwritten signature in blue ink, appearing to read "JoAnne Plummer", written over a horizontal line.

JoAnne Plummer  
Neighborhood Services Director

**ATTACHMENT:**

1. **Library Division 2024-2025 Work Program Summary**

**Attachment 1**

**Library Division 2024-2025 Work Program Summary**

This summary provides a high-level overview of points related to the Library Division within the Fiscal Year 2024-2025 Neighborhood Services Work Program Presentation.

## **Neighborhood Services Department Overview**

The Library Division falls organizationally within the Neighborhood Services Department in the City of Goleta. In July 2021, City Council approved a reorganization that changed the focus and scope of the former Neighborhood Services and Public Safety Department. The “Neighborhood Services Department” now includes, but is not limited to, the following core functions:

- Libraries (County Zone 4 libraries, including Goleta Valley, Buellton, Solvang)
- Parks and Recreation, including the Goleta Community Center (GCC)
- Emergency Preparedness and Response
- Grant Programs (Community Development Block Grants, Goleta City Grants, and Support to Other Agency Funding)
- Homelessness Programs
- City Assist, the resident service request system
- Parking Control and Enforcement

## **Library Division Overview**

The Library Division provides services to the patrons of County Library Zone 4. Library Zone 4 includes the Goleta Valley Library, which serves as a regional main library for Goleta, Hope Ranch, Isla Vista, County Community Services Area 3, and Gaviota. It also includes the Buellton Library, Solvang Library, Los Olivos Library, and Santa Ynez Library, which serve the Zone 4 areas in the Santa Ynez Valley and are managed under contract with the cities of Buellton and Solvang. Goleta’s costs to manage the Buellton and Solvang libraries are recouped using a full cost recovery approach.

The Goleta Valley Library is open six (6) days per week for a total of 46 hours. The Buellton and Solvang Libraries are open five (5) days per week at a total of 35 and 38 hours respectively. The Library Division provides a wide slate of programs for all ages, a variety of materials in all formats for borrowing by its users, and day-to-day customer service to its patrons. General areas of focus include:

1. Administration
2. Materials
3. Circulation
4. Reference
5. Digital Services
6. Adult Programs
7. Youth Programs

The Goleta & Santa Ynez Valley Libraries have successfully returned to pre-COVID numbers in terms of visitors and circulation. Annual visits across all library sites in FY 2022/23 totaled 212,656, a steep increase from the prior year total of approximately 126,000 visitors. The Goleta Valley Library circulated 663,841 adult, children’s and teen

materials in FY 2022/23. Buellton Library circulated 28,248 hard copy materials annually. Solvang Library, which includes the two small satellite locations (Santa Ynez Library and Olivos Library), circulated approximately 60,056 hard copy materials annually. The California State Library does not recognize Santa Ynez or Los Olivos as official libraries as they are only open for three hours each week and have no dedicated staff or budget.

Collectively, the FY 2022/23 circulation data of 752,145 reflects an increase of 93.7% from the previous fiscal year and brings the Library Division within 1.3% of the FY 2019/20 circulation numbers, indicating a near-return to pre-COVID circulation levels. Library staff work closely with the Goleta Valley Library's Council-appointed Library Advisory Commission, and with the Friends of the Library organizations in Goleta, Buellton, and Solvang.

The City participates in the Black Gold Cooperative Library System ("Black Gold"), a joint powers authority that was established in 1964 to provide services to public libraries in San Luis Obispo, Santa Barbara, and Ventura Counties. The six jurisdictions (Blanchard/Santa Paula, Carpinteria, Goleta, Lompoc, Santa Maria, and Paso Robles) work together to provide library services to their patrons through a cost-effective and professionally collaborative model of service.

## Staffing and Structure

The Division is led by the City Librarian ("Library Director" for certain roles) who serves as the administrator of the entire Zone 4 library service area. The following tables show the staffing levels at each library:

**Table L1A: Goleta Valley Current Staffing Levels**

Position (Main GVL Library)	Full-time	Part-time Positions (FTEs)
City Librarian ("Library Director" for certain roles)	1	-
Supervising Librarian (Branch Supervisor)	1	-
Children's Librarian	1	-
Management Assistant	1	-
Library Technician	1	5 (1.875)
Library Assistant	3	3 (1.125)
Hourly Help (Library Pages)	-	6 (2.25)
<b>Total FTE</b>	<b>8</b>	<b>5.625</b>

Employee staffing is supplemented by volunteers. These volunteers contributed 5,679 work hours to the library in FY 2022/23 equivalent to approximately 2.7 additional fulltime staff members. These volunteers are essential to running the Goleta Valley Library on a daily basis.

**Table L1B: Buellton Current Staffing Levels**

<b>Position (Buellton)</b>	<b>Full-time</b>	<b>Part-time (Positions/FTEs)</b>
Senior Library Technician	1	-
Library Technician	-	2 (0.75)
Library Assistant	-	2 (0.75)
<b>Total FTE</b>	<b>1</b>	<b>1.5</b>

**Table L1C: Solvang Current Staffing Levels**

<b>Position (Solvang)</b>	<b>Full-time</b>	<b>Part-time (Positions/FTEs)</b>
Sr. Library Technician	1	-
Library Technician	-	4 (1.5)
Hourly Help (Library Pages)		1 (0.375)
<b>Total FTE</b>	<b>1</b>	<b>1.875</b>

**Table L1D: Book Van Current Staffing Levels\***

<b>Position (Isla Vista Grant)</b>	<b>Full-time</b>	<b>Part-time (Positions/FTEs)</b>
Library Assistant I	-	2 (1.0)
Hourly Help (Library Aides)		2 (1.0)
<b>Total FTE</b>		<b>2.0</b>

### **Workload Considerations**

The Library Division staff workload remains at capacity. This is due to a combination of factors, including high daily visits, public interest in programming, and a growing need for more specialized staffing to effectively meet increased administrative, collection, and technology needs.

### **Key Accomplishments and Milestones**

Over the past year, the Library Division can point to several complete and near-complete initiatives:

- Updating Library Policies
- New Design for Library Website
- Assist Buellton City Manager with New Building Program
- Marketing Strategy for Library Services
- Circulate Book Club Kit collection in partnership with UCSB Arts & Lectures