

Ventura County Library

Narrative

The County of Ventura offers the following services for \$1.77 million.

The Ventura County Library is honored to have served the citizens of the City of Ventura for the past 95 years. Thank you for including us in the Request for Information (RFI) process. Ventura County Library respectfully submits the following in the hope we may continue to provide the City of Ventura with excellent library service into the next century.

Attached, is our detailed report. The main benefits of collaboration with the Ventura County Library include:

- Shared Resources - residents of Ventura enjoy free access to a broad array of services, resources, staffing, hours and quality collections for their City's tax contribution
- Transparency - VCL is a public agency devoted to customer service and committed to the transparency required by law from a public organization imbued with public trust
- Values - VCL is dedicated to patron privacy, intellectual freedom, equity of access, literacy and lifelong learning

Shared Resources

- Property tax generated by residents of the City of Ventura totals \$1.77 million per annum (approximately \$17 per capita)
- Ventura County Library (VCL) offers a broad array of services, staffing and hours (system-wide, approximately \$26 per capita)
 - The citizens of the City of Ventura have access to the collections, programs and hours of 12 community libraries and the Museum of Ventura County Research Library
 - VCL's website is accessible 24/7 and provides a one-stop library portal for patrons' library experience with access to:
 - Information on the various branch libraries, their programs and story time calendars
 - The library's catalog; patrons can search a variety of descriptors, view a virtual, browse-able bookshelf and explore reading recommendations. Patrons may also manage their library account, renew items and place requests – whether owned by VCL or another library system

- The Ventura County eLibrary - a myriad of databases and websites for research and entertainment, including downloadable ebooks and eaudiobooks
 - VCL has an active social networking presence with Twitter accounts and Facebook pages
- Residents of the City of Ventura have access to a higher level of service than funded - through the combined revenues of each of the member cities of the library system, the revenues generated in the unincorporated areas of the county and a Ventura County General Fund contribution of \$828,000

Transparency

As a public agency, the Ventura County Library adheres to the tenets of the Governmental Accounting Standards Board, the California State Comptroller and the Committee on Accounting, Auditing, and Financial Reporting requiring us to:

- Utilize sound auditing and accounting standards
- Produce transparent financial reports
 - Our annual budget is posted at: <http://vencolibrary.org/about#budget>
- Utilize best practices for effective government finance operations
- Incorporate financial data into the County's annual financial report
- Allow annual financial reporting audit as part of the County of Ventura

As a public agency we provide free library services and operate as a non-profit. Fees collected due to damaged or lost materials are used to replenish our collection.

Values

Ventura County Library adheres to the standard of constitutional and civil rights excellence promoted by the American Library Association. These rights exemplify our commitment to our library users. A full description of these rights is available at: <http://www.ala.org/ala/issuesadvocacy/index.cfm>

Ventura County Library's Response

We understand the City of Ventura's Request for Information (RFI) is part of a process toward determining the optimum library system for Ventura. As presented, the RFI implies our response includes specific costs associated for the City of Ventura alone. On the other hand, VCL is a county library system, operating using economies of scale to provide a broad range of shared library services at a low total package cost. As such, our response will include some breakout services provided to the City of Ventura and, where possible, will indicate specific, "unit" costs. Where VCL services are shared, we will present the system-wide costs where the City of Ventura benefits from the larger, system-wide services.

To summarize, we believe the Ventura County Library is the City of Ventura's optimal choice for library service, with special consideration of:

- The contributions from the Ventura County General Fund
- The economies of scale of a County-wide system
- The property taxes from unincorporated areas
- Our resources, services, transparency and commitment to library values

We look forward to continuing in serving you.

Proposed Service Level Plan “B”

The Ventura County Library would be delighted to discuss a Plan “B” solution with the City of Ventura. As we would need to be partners in this process, we see the best process as uniting with the City and the community to discuss possible city, VCL and community contributions to the process and solution. In this way, we can better understand what is possible.

For example, under Plan B, one floor of E.P. Foster would be closed in order to provide service at an additional facility. Community input would be paramount to determine what can be given up at E.P. Foster in order to reduce to one operating floor. Because of the weight restrictions City engineers have placed on the E.P. Foster building, the Library would need to be placed on the first floor.

Questions to be addressed include:

- How will children's services and collections be provided?
- What does the community want for children services programming?
- How much of the limited square footage would the community like dedicated to computers?

These are just a few of the many questions needing answers before a thoughtful, practical response can be provided.

Additionally, the facilities costs would require discussion. Facility costs of the E.P. Foster building would remain almost exactly the same with one floor in active use. Regarding an additional facility, questions to be addressed include:

- Where would the funding for an additional building originate?
- Who would pay the ongoing expenses of operating the additional building?
- Who would pay for funding facilities upgrades to meet the technology needs of another facility?

Even though the square footage at E.P. Foster would be reduced, there would be the necessity of adding collection development funding in order to provide books and materials at the new building. Would the city be willing to fund those collections? Again, these are just a few of the many questions needing answers before a thoughtful response can be provided.

The Ventura County Library would be honored to be part of the process and meet with the City and community to discuss the possibility of additional library locations in the City Of Ventura.

Current Service Level "A"

A-1

Submitted By:

City of Ventura Library Services

Date:

32,000 SQ FT of Public Service

	Foster	Branch	Monday	Tuesday	Weds.	Thursday	Friday	Saturday	Sunday
Hours/Week	10 hours	10 hours	10 hours	10 hours	10 hours	10 hours	7 hours	7 hours	4 hours

Staffing		Hrly Rate	Salary	Benefits	Insurance	Retirement	Other
City Librarian	1 FT						
Librarian	2 FT						
Library Tech 1	4 FT			SEE ATTACHED RESPONSE A-1			
Library Tech 2	1 FT						
Library Tech 3	1 FT						
Library Tech 1	6 PT						
Library Page	6 PT						
TOTAL			\$				

	Avenue	Branch	Monday	Tuesday	Weds.	Thursday	Friday	Saturday	Sunday
Hours/Week	5 hours	4 hours	6 hours	4 hours	Closed	5 hours	Closed		
Staffing			Hrly Rate	Salary	Benefits	Insurance	Retirement	Other	
Library Tech 1	1 PT								
Library Tech 3	2 PT				SEE ATTACHED RESPONSE A-1				
Library Page	1 PT								
TOTAL			\$						

DESCRIPTION OF ALL SALARY RANGES, BENEFITS, INSURANCE, and OTHER will be necessary. Please attach page(s) needed to describe

Submitted by:

A-2

	Foster	Avenue
Facilities *Describe below		
Cleaning *	\$	\$
Grounds * (exterior Maintenance)	\$	\$
Capital Improvements*	\$	\$
Furniture *	\$	\$
HVAC *		
Electricity *	\$	\$
Maint. Contract *		
Other*	\$	\$
TOTAL:	\$	\$

SEE ATTACHED RESPONSE A-2

*Include a description of services for each line item responded to above. Separate page(s) is acceptable

Submitted by:

A-3

Collection: Collection Development ongoing at each location

Materials \$\$ Allocation for one year.

Books	Foster	Avenue
Adult Fiction	\$	\$
Adult Non-Fiction		
Adult Reference		
Large Print		
Spanish Adult		
Paperbacks		
Teen Fiction		
Teen other		
Spanish Teen		
Juvenile Fiction		
Juvenile Non-Fiction		
Spanish Juv/Easy		
Easy Readers		
Juvenile Reference		

TOTAL \$ \$

Media
DVD's Adult
DVD's Children
Gaming
Audio Books
Juvenile Media
Spanish Media

TOTAL \$ \$

Online
Databases
Adult
Children

TOTAL \$ \$

SEE ATTACHED RESPONSE A-3

Collection Continued

A-4

Periodicals	Foster	Avenue
Adult Title	#	#
Subscript. Cost	\$	\$
Spanish Titles	#	#
Subscript. Cost	\$	\$
Teen Title	#	#
Subscript. Cost	\$	\$
Childrens Title	#	#
Subscript. Cost	\$	\$
Newspaper Title	#	#
Subscription Cost	\$	\$
Online Periodicals	#	#
Subscript. Cost	\$	\$
Other*	\$	\$
TOTAL:	\$	\$

SEE ATTACHED RESPONSE A-4

Description: Please describe briefly how materials are selected for each location, how they are processed, and where they are purchased from. Who owns the materials, are they rentals? Are they a shared collection? Who can request the materials? Describe the ILL process.

Submitted by:

A-5

Technology: Please describe the technology plan and how it will be maintained.

Use separate page(s) as needed

	Foster Qty.	Cost	Ave. Qty.	Cost
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Community Access

PC's		\$		\$
Laptops				
Readers/Devices				

Print Stations
OPAC

Childrens PC
ADA PC
Business PC
OTHER PC's* Describe

SEE ATTACHED RESPONSE A-5

Staff

Desktop PC
Print Stations

TOTAL:	\$		\$	
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Maintenance * Describe service and costs associated with Maintenance of all technology equipment

TOTAL:	\$		\$	
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INTERNET

How will internet be provided to the city library locations. Size of pipelines at both locations, and wi-fi capacity to handle onsite and online access 24/7. In addition, the purchase and maintenance of equipment (routers, servers, etc) that will be needed

TOTAL:	\$		\$	
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Submitted by:

A-6

Automation * Automation services for the City of Ventura will be needed if they withdraw from the County Library. Please describe the

level of library automation services that will be provided and the costs associated with the service, including training, maintenance (online and onsite) circulation, public catalog, acquisitions, and PC Reservations. The library currently has self check out stations. This estimate should be for the existing library configuration. Current Service Level "A"

Responders choosing to only provide automation services, please break costs down to include the software and equipment that you will be providing along with the migration plan for all library patron information. Consortia Membership fees, training costs and ongoing fees should all be identified.

TOTAL: \$ TOTAL: \$ Annual Maintenance

Staff Development Attach additional page(s) as needed

With a community focus on improved customer service, how will staff be trained and monitored? **KEY AREA**

What level of staff development will be provided to all FT and PT staff throughout the calendar year?

What level of support is given to staff to attend regional, state and national library focused events? ALA, PLA or CA Library?

What career support is given to staff pursuing higher education? AS degree? BA degree MLS degree?

Describe the Employee Evaluation Process, how is it rolled out and maintained throughout the career of an employee

Identify any costs associated with the Staff Development Package: **Foster** **Avenue**
\$ \$

SEE ATTACHED RESPONSE A-6

Submitted by:

A-7

Costs for Current Service Level "A"

Total: All Personnel Costs	\$
Total: All Facilities Costs	\$
Total: All Collections Costs	\$
Total: All Technology Costs	\$
Total: All Automation Costs	\$
Total: All Staff Development Costs	\$
Total: All Other Costs* please describe	\$
Grand TOTAL	\$

Delivery of library service for two existing locations

Please Note: You may respond to any part of the RFI or the entire RFI. Each submission will be accepted as an interest in continued discussion.

Proposed Service Level Plan "B"

B-1

Submitted By:

City of Ventura Library Services

Date:

The Facility will be reduced to approximately 15,500 SQ FT of Service

	Monday	Foster Tuesday	Branch Weds.	Thursday	Friday	Saturday	Sunday	
Hours/Week	10 hours	8 hours	10 hours	10 hours	closed	5 hours	4 hours	(Sun Closed during Summer)
Staffing								
					Hrly Rate	Salary	Benefits	Insurance Retirement Other
Sr. Librarian		1 FT						
Librarian		1 FT						
Library Tech 1		2 FT						
Library Tech 3		1 FT						
Library Tech 1		6 PT						
Library Page		3PT						
			TOTAL :			\$		

	Monday	Avenue Tuesday	Branch Weds.	(West Side) Thursday	Friday	Saturday	Existing 2,600 SQ FT Sunday	
Hours/Week	8 hours	6 hours	8 hours	10 hours	Closed	5 hours	Closed	
Staffing								
					Hrly Rate	Salary	Benefits	Insurance Retirement Other
Librarian		1 FT						
Library Tech 1		3 PT						
Library Tech 2		1 PT						
Library Page		1 PT						
			TOTAL			\$	\$	\$

Submitted by:

B-3

Facilities *Describe below	Foster	Avenue	East Side
Cleaning Crew *	\$	\$	\$
Grounds Crew *	\$	\$	\$
Capital Improv *	\$	\$	\$
Furniture *	\$	\$	\$
HVAC *			
Electricity *	\$	\$	\$
Maint. Contract *	\$	\$	\$
Other*	\$	\$	\$
TOTAL:	\$	\$	\$

*Include a description of services for each line item responded to above. Separate page(s) is acceptable

Submitted by:

B-4

Collection: Collection Development ongoing at each location

Materials \$\$ Allocation for one year.

Books	Foster	Avenue	East Side
Adult Fiction			
Adult Non-Fiction			
Adult Reference			
Large Print			
Spanish Adult			
Paperbacks			
Teen Fiction			
Teen other			
Spanish Teen			
Juvenile Fiction			
Juvenile Non-Fiction			
Spanish Juv/Easy			
Easy Readers			
Juvenile Reference			
TOTAL	\$	\$	\$
Media			
DVD's Adult			
DVD's Children			
Gaming			
Audio Books			
Juvenile Media			
Spanish Media			
TOTAL	\$	\$	\$
Online			
Databases			
Adult			
Children			
TOTAL	\$	\$	\$

Submitted by:

B-5

Collection Continued

Periodicals	Foster	Avenue	East Side	
Adult Title	#	#	#	
Subscript. Cost	\$	\$	\$	Total \$
Spanish Titles	#	#	#	
Subscript. Cost	\$	\$	\$	Total \$
Teen Title	#	#	#	
Subscript. Cost	\$	\$	\$	Total \$
Childrens Title	#	#	#	
Subscript. Cost	\$	\$	\$	Total \$
Newspaper Title	#	#	#	
Subscription Cost	\$	\$	\$	Total \$
Online Periodicals	#	#	#	
Subscript. Cost	\$	\$	\$	Total \$
Other*	\$	\$	\$	Total \$

Description: Please describe briefly how materials are selected for each location, how they are processed, and where they are purchased from. Who owns the materials, are they rentals? Are they a shared collection? Who can request the materials?

Submitted by:

B-6

Technology * Please describe the way technology plans are maintained and modified

Use separate page(s) as needed

	FOSTER	Cost	AVENUE	Cost	East Side	Cost
Community Access						
PC's #		\$		\$		\$
Laptops #						
Readers/Device #						
Print Stations						
OPAC #						
Childrens PC						
ADA PC						
Business PC						
OTHER PC's* Describe						
Staff						
Desktop PC						
Print Stations						
TOTAL:		\$		\$		\$

Maintenance * Describe service and costs associated with Maintenance of all technology equipment

TOTAL:	\$	\$	\$
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INTERNET

EXTREMELY IMPORTANT SECTION

How will internet be provided to the city library locations. Size of pipelines at both locations, and wi-fi capacity to handle onsite and online access 24/7. In addition, the purchase and maintenance of equipment (routers, servers, etc) that will be needed

Total Cost	\$
Maint Cost	\$
Equipment Cost	\$

Submitted by:

B-7

Automation * Automation services for the City of Ventura will be needed if they withdraw from the County Library. Please describe the level of library automation services that will be provided and the costs associated with the service, including training, maintenance (online and onsite) circulation, public catalog, acquisitions, and PC Reservations. The library currently has self check out stations. This estimate should be for the existing library configuration. Current Service Level 'A'

Responders choosing to only provide automation services, please break costs down to include the software and equipment that you will be providing along with the migration plan for all library patron information. Consortia Membership fees, training costs and ongoing fees should all be identified.

Total Cost	\$	Yearly	Maint.	\$
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Staff Development: Attach additional page(s) as needed

With a community focus on improved customer service- how will staff be train trained and evaluated

What level of staff development will be provided to all FT and PT staff throughout the calendar year?

What level of support is given to staff to attend regional, state and national library focused events? ALA, PLA or CA Library?

What career support is given to staff pursuing higher education? AS degree? BA degree MLS degree?

Describe the Employee Evaluation Process, how is it rolled out and maintained throughout the career of an employee

	Foster	Avenue	East Side
Identify any costs associated with the Staff Development Package:	\$	\$	\$

Submitted by:

B-8

Cost TOTAL PAGE for Proposed Service Level B

Total: All Personnel Costs	\$
Total: All Facilities Costs	\$
Total: All Collections Costs	\$
Total: All Technology Costs	\$
Total: All Automation Costs	\$
Total: All Staff Development Costs	\$
Total: All Other Costs* please describe	\$
GRAND TOTAL:	\$

This is for all above services delivered to three locations.

Please Note: You may respond to any part of the RFI or the entire RFI. Each submission will be accepted as an interest in continued discussion.

Administrative Needs

C-1

Submitted By:

City of Ventura Library Services

Date:

A library system requires administrative services. Whether part of the Ventura County Library System or as a standalone city library the City of Ventura will be required to provide oversight and services at the administrative level.

Please describe and provide costs for the areas of administration necessary for library service.

Administration Staff

	Salary	Benefits	Retirement	Insurance	Other
Library Director	\$	\$	\$	\$	\$

Admin Asst

HR/Finance

Security/Facilities

TOTAL:	\$	\$	\$	\$	\$
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Using additional Page(s) please describe any additional administrative services you could provide: IT, Facilities, & Marketing
We are open to all suggestions, ideas or configurations.

If administrative services could be a shared resource, please describe.

If administrative services could be reconfigured, please describe.

TOTAL COST OF ADMINISTRATIVE SERVICES: \$

Staffing

The Ventura County Library System provides one of the most efficient staffing levels of any library system in the state of California.¹ The average library system in California employs 1 FTE for each 2,945 population served. Ventura County serves 4,859 for each FTE employed. (See: California Library Statistics, 2011, Attachments A & B).

VCL exceeds the service level requested at “Current Service Level A” in the City of Ventura RFI.

Current branch staffing includes:

Avenue Library: 1.4 FTE

Library Technician III
Library Technician I
Library Page

E. P. Foster Library: 14.57 FTE

Senior City Librarian
Librarian Specialist
Librarian Specialist
Library Technician III
Library Technician II
Library Technician I
Library Technician I
Library Technician I
Library Technician I
Library Technician I
Library Technician I
Library Technician I
Library Technician I
Library Technician I
Library Technician I
Library Technician I
Library Technician I
Library Page
Library Page
Library Page
Library Page
Library Page
Library Page

¹ Management Partners Inc.
http://www.vencolibrary.org/files/ventura/Management_Partners_VCL_092310.pdf

The current staffing at E.P. Foster Library is higher than that proposed in “Current Service Level A” in the RFI. This higher level of staffing provides the expertise and the ability to provide the community with staffing that reflects Foster’s position as a regional hub for the county library system.

Foster is supervised by a Senior City Librarian. As such, the incumbent is expected to manage a larger staff and a more complex operation. There are two Senior City Librarians in VCL, one at Simi Valley and one at Foster.

In addition, rather than the two Librarian positions called for in Staffing Level A, Foster has two Librarian Specialists. Librarian Specialists are expected to perform specialized work at a high level in areas such as Reference Service and Children’s Service. In addition, Librarian Specialists can fill in as Acting Branch Managers on nights, weekends or other occasions in which the Senior City Librarian is not available. This makes staffing much more flexible and creates a higher level of service to the public in Foster Library.

E.P. Foster Library has one of VCL’s most experienced reference librarians whose specialist knowledge of government documents, databases, business, Ventura history and genealogy is freely shared with the public and library staff across the county library system – and across the country.

With the merging of the Wright and Foster staff, one of the most dedicated and passionate youth services librarians has arrived at E.P. Foster and has been instrumental in transforming the second floor into a dynamic and welcoming library. Her expertise in literature for youth provides advanced readers advisory service for Ventura and libraries across the County.

Volunteers

Volunteers add enhanced value to public services. They offer special story times, summer reading program assistance, shut-in service, shelving, assisting students in the Homework Centers and more. Care is taken to not displace an employee's position and because of privacy issues, volunteers may not use the automated library systems computer in regard to patron records.

VCL encourage volunteers of all ages and take their skills, abilities and interest into consideration when assigning tasks.

The volunteer program is vital to the libraries. It allows the public to support their library in a very real way, and to get involved in their community.

In FY 2009/10 Avenue utilized four volunteers for a total of 32 hours of service while E.P. Foster had 141 volunteers who gave 4,423 hours of service.

In addition, Ventura's contribution of \$1.8 million in property tax gives access to the following staffing in support of branch services.

Technical Services- purchase, receive, process and catalog all library materials: 7 FTE

Senior Librarian Specialist
Library Technician III
Office Assistant III
Library Technician I
Library Technician I
Library Technician I
Office Assistant II

Automation-provides all IT Services: 4 FTE

Staff Services Manager II
Senior Librarian Specialist
Office Systems Coordinator III
Office Systems Coordinator I

**Adult Literacy-free one-to-one reading and writing tutoring:
2.74 FTE**

Program Administrator I
Fiscal Technician I
Staff Services Specialist I
Staff Services Specialist I
Staff Services Specialist I
Staff Services Specialist I
Staff Services Specialist I
Staff Services Specialist I

**Administration-payroll, human resources, facilities, accounting,
budgets: 6 FTE**

County Librarian (Salary, Benefits and Expenses paid by the County of Ventura).
Administrative Assistant I
Accounting Officer IV
Administrative Assistant I
Management Assistant II-C
Management Assistant III - C

Youth Services- system-wide leadership for children's programming and oversight of West County libraries: 1 FTE

Principal Librarian

Adult Services- system-wide leadership for adult programming and oversight of West County libraries: 1 FTE

Principal Librarian

InterLibrary Loan - delivers materials between branches. Requests materials not available through VCL and delivers them to appropriate branches: FTE 3

Office Assistant IV

Courier II

Courier II

CALIFORNIA PUBLIC LIBRARIES: Expenditures Per Capita FY 2009 -2010

Library	Expenditures Per Capita	Statewide Mean: \$32.70			
Lassen Dist	\$5.14	Oceanside	\$23.76	San Mateo	\$50.24
Palo Verde Valley Dist	\$6.45	Woodland	\$24.04	Napa Co	\$50.54
Victorville	\$6.67	Santa Barbara	\$24.49	National City	\$50.71
Colton	\$7.53	Humboldt Co	\$24.52	San Leandro	\$52.24
Yuba Co	\$8.08	Contra Costa Co	\$24.56	Arcadia	\$52.31
Del Norte Co Dist	\$8.46	Rancho Cucamonga	\$24.63	Santa Cruz City-Co	\$52.88
Imperial Co	\$8.52	Mariposa Co	\$25.24	Paso Robles	\$53.51
Tehama Co	\$9.18	Oxnard	\$25.31	Livermore	\$54.69
Kern Co	\$9.79	Fullerton	\$25.42	Redondo Beach	\$55.36
Madera Co	\$9.82	Orange Co	\$25.59	Calabasas	\$55.74
Tulare Co	\$9.84	Azusa	\$25.62	Richmond	\$58.29
Santa Ana	\$11.07	Salinas	\$26.13	Burbank	\$59.02
Butte Co	\$11.08	Covina	\$26.42	Pleasanton	\$59.06
Moreno Valley	\$11.11	Long Beach	\$27.06	Yorba Linda	\$59.54
Calaveras Co	\$11.27	Anaheim	\$27.28	Santa Clara	\$61.32
Merced Co	\$11.49	Signal Hill	\$27.37	South Pasadena	\$62.30
Palmdale	\$11.76	Roseville	\$27.38	Mountain View	\$62.70
San Bernardino	\$11.95	Sacramento	\$27.39	Larkspur	\$63.21
San Benito Co	\$12.85	Buena Park Dist	\$27.41	Thousand Oaks	\$63.36
El Centro	\$12.90	Fresno Co	\$27.44	San Mateo Co	\$65.44
Imperial	\$12.98	San Diego	\$27.85	South San Francisco	\$67.29
San Bernardino Co	\$13.16	Inglewood	\$27.97	Los Gatos	\$67.60
Tulare	\$13.17	Hayward	\$28.03	Menlo Park	\$69.95
Pomona	\$13.59	Orange	\$28.38	Sierra Madre	\$74.16
Kings Co	\$14.79	Placer Co	\$28.72	Benicia	\$75.21
Sutter Co	\$16.06	Los Angeles Co	\$29.81	Newport Beach	\$76.67
Mendocino Co	\$16.32	Plumas Co	\$30.42	Santa Fe Springs	\$77.36
Murrieta	\$16.67	Monterey Co	\$30.83	Santa Clara Co	\$79.91
Corona	\$16.72	Colusa Co	\$30.93	Pasadena	\$80.30
Stanislaus Co	\$16.94	Inyo Co	\$31.06	Mono Co	\$82.90
El Dorado Co	\$17.25	Redlands	\$31.10	Marin Co	\$84.86
Lake Co	\$17.50	Coalinga Dist	\$31.12	Sausalito	\$85.13
Orland	\$17.61	Alhambra	\$31.25	Carlsbad	\$87.12
Porterville	\$17.69	Sonoma Co	\$32.81	Cerritos	\$87.35
Lompoc	\$17.77	Los Angeles	\$32.88	Palos Verdes Dist	\$89.15
Stockton-San Joaquin Co	\$17.98	Mission Viejo	\$33.59	Redwood City	\$91.71
Beaumont Dist	\$18.06	Daly City	\$33.77	San Marino	\$95.16
Riverside Co	\$18.06	San Luis Obispo City-Co	\$34.67	Burlingame	\$95.44
Tuolumne Co	\$18.10	Placentia Dist	\$34.67	San Francisco	\$95.62
Chula Vista	\$19.15	San Diego Co	\$34.87	Palo Alto	\$99.76
Escondido	\$19.46	Whittier	\$35.10	Coronado	\$100.99
Shasta Public Libraries	\$20.11	Monterey Park	\$35.81	Monterey	\$104.37
Brawley	\$20.48	San Jose	\$35.99	Santa Monica	\$115.70
Calexico	\$20.54	Pacific Grove	\$36.48	Mill Valley	\$124.13
Willows	\$20.55	Glendora	\$37.84	Berkeley	\$131.09
San Juan Bautista	\$20.57	Watsonville	\$38.07	El Segundo	\$135.58
Moorpark	\$21.06	Dixon Dist	\$38.33	Belvedere-Tiburon	\$153.04
Amador Co	\$21.42	Monrovia	\$38.60	Rancho Mirage	\$153.40
Santa Maria	\$21.50	Modoc Co	\$39.26	St Helena	\$194.67
Lodi	\$21.83	Alameda Co	\$39.29	Alpine Co	\$209.11
Folsom	\$22.09	San Rafael	\$39.87	Irwindale	\$211.05
Banning Dist	\$22.16	Glendale	\$39.99	Commerce	\$215.45
Huntington Beach	\$22.29	Palm Springs	\$40.59	Beverly Hills	\$259.90
Upland	\$22.29	Yolo Co	\$41.18	Carmel	\$307.52
Downey	\$22.36	San Bruno	\$44.01		
Trinity Co	\$22.43	Oakland	\$44.81		
Nevada Co	\$22.47	San Anselmo	\$44.85		
Lincoln	\$22.67	Alameda	\$44.86		
Ventura Co	\$23.38	Solano Co	\$45.94		
Hemet	\$23.43	Altadena Dist	\$46.45		
Santa Paula Dist	\$23.44	Torrance	\$50.15		
Ontario	\$23.49	Sunnyvale	\$50.20		

CALIFORNIA PUBLIC LIBRARIES: Materials Expenditures Per Capita FY 2009 -2010

Library	Expenditures Per Capita		Statewide Mean: \$2.72
Siskiyou Co		Tulare	\$1.65
Riverside		Huntington Beach	\$1.66
Vernon		Upland	\$1.66
Lassen Dist	\$0.06	Roseville	\$1.67
Madera Co	\$0.13	Los Angeles Co	\$1.69
Colton	\$0.16	Orange Co	\$1.72
Calaveras Co	\$0.16	Alhambra	\$1.74
El Centro	\$0.31	Fullerton	\$1.80
Orland	\$0.33	Chula Vista	\$1.82
Del Norte Co Dist	\$0.40	Beaumont Dist	\$1.83
Mendocino Co	\$0.46	Santa Cruz City-Co	\$1.84
Trinity Co	\$0.52	Los Angeles	\$1.84
Palo Verde Valley Dist	\$0.56	Oxnard	\$1.85
San Benito Co	\$0.57	Plumas Co	\$1.86
Merced Co	\$0.58	Riverside Co	\$1.87
Pomona	\$0.58	Inyo Co	\$1.94
San Bernardino	\$0.60	Santa Maria	\$1.94
Yuba Co	\$0.60	Azusa	\$1.94
Imperial Co	\$0.61	Oceanside	\$1.97
Butte Co	\$0.61	Lake Co	\$1.97
Tehama Co	\$0.64	Downey	\$2.00
Kern Co	\$0.68	Monrovia	\$2.07
Corona	\$0.73	Hayward	\$2.22
Imperial	\$0.75	Mariposa Co	\$2.25
San Bernardino Co	\$0.76	Long Beach	\$2.28
Monterey Co	\$0.78	Placentia Dist	\$2.32
Moreno Valley	\$0.80	Watsonville	\$2.39
Willows	\$0.82	National City	\$2.45
Murrieta	\$0.89	Sacramento	\$2.46
Santa Paula Dist	\$0.92	Porterville	\$2.47
Calexico	\$0.95	Ontario	\$2.47
Colusa Co	\$0.98	Covina	\$2.49
Palmdale	\$1.06	Daly City	\$2.59
Victorville	\$1.08	San Rafael	\$2.64
Lodi	\$1.09	Fresno Co	\$2.66
Paso Robles	\$1.11	San Diego Co	\$2.74
Monterey Park	\$1.11	Kings Co	\$2.75
Nevada Co	\$1.16	San Diego	\$2.76
Folsom	\$1.17	Brawley	\$2.80
Sutter Co	\$1.18	Mission Viejo	\$2.88
Santa Ana	\$1.19	Contra Costa Co	\$2.92
Modoc Co	\$1.20	San Luis Obispo City-Co	\$2.95
San Juan Bautista	\$1.23	San Mateo	\$2.97
Stanislaus Co	\$1.23	Banning Dist	\$2.98
Anaheim	\$1.24	Ventura Co	\$3.02
Richmond	\$1.27	Glendale	\$3.09
Orange	\$1.30	Redlands	\$3.12
Tuolumne Co	\$1.30	Inglewood	\$3.14
Buena Park Dist	\$1.31	San Bruno	\$3.36
Salinas	\$1.32	Dixon Dist	\$3.39
Stockton-San Joaquin Co	\$1.34	Oakland	\$3.40
Shasta Public Libraries	\$1.38	Sonoma Co	\$3.47
Humboldt Co	\$1.39	Whittier	\$3.47
Tulare Co	\$1.44	Alameda Co	\$3.57
Santa Barbara	\$1.45	Woodland	\$3.58
Escondido	\$1.52	Altadena Dist	\$3.63
Amador Co	\$1.55	Coalinga Dist	\$3.72
El Dorado Co	\$1.58	Glendora	\$3.79
Moorpark	\$1.60	Rancho Cucamonga	\$3.80
Hemet	\$1.60	San Jose	\$3.87
Lompoc	\$1.61	Solano Co	\$3.95
Placer Co	\$1.61	San Anselmo	\$3.97
		Pacific Grove	\$4.00
		Signal Hill	\$4.17
		South San Francisco	\$4.19
		Livermore	\$4.23
		Redondo Beach	\$4.26
		Thousand Oaks	\$4.42
		Sunnyvale	\$4.46
		Larkspur	\$4.55
		Alameda	\$4.56
		Mono Co	\$4.60
		Burbank	\$4.62
		San Leandro	\$4.77
		Napa Co	\$4.80
		Monterey	\$5.08
		Benicia	\$5.36
		Torrance	\$5.39
		Pleasanton	\$5.41
		Yolo Co	\$5.75
		Arcadia	\$5.77
		Lincoln	\$5.82
		Palm Springs	\$5.82
		Calabasas	\$5.85
		Santa Fe Springs	\$6.00
		Santa Clara	\$6.02
		Marin Co	\$6.12
		Los Gatos	\$6.12
		Pasadena	\$6.50
		Mountain View	\$6.57
		Menlo Park	\$6.62
		San Mateo Co	\$7.42
		Burlingame	\$7.58
		Yorba Linda	\$7.74
		South Pasadena	\$8.08
		Palos Verdes Dist	\$8.10
		Berkeley	\$8.16
		Cerritos	\$8.18
		Redwood City	\$8.36
		Alpine Co	\$8.58
		Carlsbad	\$8.79
		San Marino	\$9.09
		Newport Beach	\$9.81
		Coronado	\$10.53
		Sierra Madre	\$10.56
		Sausalito	\$10.74
		Santa Clara Co	\$11.02
		El Segundo	\$11.37
		San Francisco	\$11.58
		Palo Alto	\$11.87
		Santa Monica	\$12.50
		Belvedere-Tiburon	\$12.91
		Mill Valley	\$13.53
		Commerce	\$14.65
		Beverly Hills	\$19.13
		Rancho Mirage	\$19.34
		Irwindale	\$24.50
		St Helena	\$24.89
		Carmel	\$33.46

Staffing

32,000 SQ FT of Public Service

	Foster	Branch					
	Monday	Tuesday	Weds.	Thursday	Friday	Saturday	Sunday
Hours/Week	10 hours	10 hours	10 hours	10 hours	7 hours	7 hours	4 hours
Staffing					Hrly Rate	Salary	Benefits Insurance Retirement Other
Senior City Librarian		1 FT			25.78 to 36.10	53,628.55 to 75,079.97	
Librarian Specialist		2 FT			21.89 to 30.63	45,525.71 to 63,714.30	
Library Tech 1		4 FT			12.33 to 17.23	25,648.21 to 35,839.02	
Library Tech 2		1 FT			13.26 to 18.54	27,574.19 to 38,558.40	
Library Tech 3		1 FT			14.59 to 20.42	30,341.15 to 42,472.92	
Library Tech 1		6 PT			12.33 to 17.23	25,648.21 to 35,839.02	
Library Page		6 PT			10.52	21,890.86	
					TOTAL	\$	

Staffing

Flexible Benefits package for employee work schedule of 40 or more hours per pay period: Flex Credit is \$273.00 per pay period (64 hours pp), \$184.00 per pay period (40 – 63 hours pp)

Medical Plan

Dental Plan

Vision Plan

Health Care Flexible Spending Account

Dependent Care Flexible Spending Account

Full Time Employees, also:

Ventura County Employees Retirement Association Retirement Plan

Part Time Employees, also:

Safe Harbor Retirement Plan

Also Available:

\$1,000 employee death benefit

Deferred Compensation (401K, 457 Accounts) – possible match of 1.75% to 3.00%

Optional Term Life Insurance

Life Insurance, Management

Wage Supplement Short Term Disability Plan

Long Term Care Plan

Long Term Disability, Management

Employee Assistance Program (provides confidential, professional mental health assessment, treatment, referral)

Employee Health Services (including flu shots, and DTAP (Whooping Cough) vaccinations)

Wellness Program (includes Health Club discounts)

Work/Life Program

Transportation Reimbursement Account Program

VC Employee Emergency Assistance Fund

Many of these programs help the employee to lead a healthier, and higher quality, life. This reduces absenteeism, and creates a healthier environment within the Libraries. Turnover is reduced; long-term employees build and maintain a connection with the community – a shared history.

Staffing

INSURANCE:

- Unemployment Insurance Benefit .200%
- Work Comp 1.32% to 2.24%

RETIREMENT

- VCERA 17.93% to 16.01%, for scheduled hours 64 and above
- Safe Harbor 8.62%, for scheduled hours less than 64

OTHER:

- FICA/OASD 6.2%
- Medicare 1.45%

Programming

All of the Ventura County Library branches offer a variety of free programs for adult and children throughout the year. Typical events include summer reading programs for children and teens, story times, crafts, book clubs, teen advisory boards, performances, etc. Foster Library offers classes in job hunting, advocacy for Social Security claims, and classes for women starting in business for the first time.

In addition, members of the public can attend programs hosted by groups reserving the use of the library community meeting rooms. Although these events are not planned by library staff, they offer the public an opportunity to experience a wide spectrum of topics – political, philosophical, historical, cultural, financial, and more.

Programs are part of the role of the library as a community gathering place as well as a source of information and recreation.

City Of Ventura - Library Sponsored

Foster Library

Number of Programs	Target Age of Audience	Attendance
4	Adult	1,137
57	Preschool	1,621
61	School Age	1,991
0	Young Adult	0

Community Group Programs

222	Attendance
	6,033

Avenue Library

Number of Programs	Target Age of Audience	Attendance
6	Adult	52
5	Preschool	47
31	School Age	932
16	Young Adult	223

Community Group Programs

23	Attendance
	81

After School Homework Assistance

- **E.P. Foster Library Homework Zone**

In the Helen Wright Children’s Library there is a computer lab of 8 computers and small reference collection reserved for youth for homework assistance during the school year. Second floor reference staff helps students find materials online and in the collection.

- **Avenue Library Homework Center hours**

Monday through Thursday 3:30 – 5:30.

Staffed by a Homework Center Coordinator during the school year.

Students from kindergarten through high school receive assistance finding materials, completing homework, and using the center computers for research and preparation of assignments.

System-Wide Library Sponsored Programs

Total numbers for 2010/11 in all 12 library branches

Number of Programs	Target Age of Audience	Attendance
477	Adult (18+)	6,497
636	Preschool (0-5)	18,376
858	School Age (5-12)	27,740
99	Young Adult (12-17)	1,333

System-Wide Community Group Programs

Total numbers for 2010/11 in all 12 library branches

Number of Community Room Programs	Attendance
794	16,281

Adult Literacy Program (Project READ)

On a recent survey of Ventura's citizens Literacy was the #2 priority chosen by the respondents. Accordingly, Ventura has been providing free literacy services for adults continuously since 1984 when the Ventura County Library first initiated the READ program.

READ VCL currently provides free 1:1 reading instruction at 7 locations across Ventura County: Buena High School in Ventura, Simi and Camarillo libraries, Mary B. Perry High School at the Ventura Youth Correctional Facility (VYCF), the Conservation Corps at the VYCF, Work Furlough, and the new Conservation Corps in Camarillo. Each of these sites is staffed by a certificated teacher and is open for tutoring five - six hours a week. In addition, most Ventura County libraries have a few tutoring pairs that enjoy the convenience of meeting at their local branch.

READ is funded through multiple sources. The Ventura County Library funds two staff positions: a Program Manager and an Administrative Assistant. The remaining expenses are covered by grants, partnerships, donations, and fund-raising events. The largest and most consistent funding source has always been the California Library Literacy Services grant from the California State Library.

Partnerships with local agencies play a significant role in READ's ability to maintain service across the county. For example, in partnerships with Adult Education agencies each school district co-lists READ tutoring as their remedial reading class but the responsibility of training tutors and individualizing curriculum is assumed by READ. Since the school district pays the instructor both organizations benefit.

Ventura site at Buena High School:

- Average 50 learners / year
- Average 50 tutors / year

2009- 2010 Statistics:

- 48 learners
- 48 tutors
- 28 New tutors trained
- 2202 hours of instruction
- 2880+ hours of volunteer time donated to tutoring
 - (does not include other volunteer activities)
- 2619 VolunteerMatch.com page views since mid 2009 by volunteers seeking information about becoming a tutor in Ventura's READ program
 - 81 requested additional information

Value of Volunteer time:

These 2880 hours of volunteer time represent a significant contribution of time and talent to the citizens of Ventura. The State of California recognizes the value of an hour of volunteer time at \$23.29. When analyzed in these financial terms the donation of tutoring time in Ventura amounts to a significant sum:

$$\begin{aligned} \text{Monetary Value of Ventura's tutors in 2009-2010} &= \\ & \$23.29 \times 2880 \text{ hrs.} = \mathbf{\$67,076} \end{aligned}$$

Funding of READ literacy sites 2011-12:

Site	Partner	Contribution
Ventura @ Buena *		
Simi Valley	Simi Adult Education	Instructor salary
Work Furlough	Probation Agency	Instructor salary
VYCF School (CYA)	CA Dept. of Juvenile Justice	Instructor Salary and educational materials
VYCF Conservation Corps	CA Dept. of Juvenile Justice	Instructor Salary and educational materials
Camarillo Library	City of Camarillo (not from LSSI)	All expenses: Instructor salary, tutor training, administrative costs, educational materials, and room usage without rental fees.

* The Ventura site has been funded through the California Library Literacy Services (CLLS) grant for the last several years. This grant is on the TIER 1 level subject to elimination in this years CA budget.

Shared Resources:

The Ventura site benefits from the shared resources of the READ VCL program which serves an average of 250 learners and 125 tutors county-wide each year. The program is under the direction of a certificated Reading Specialist. Tutor recruitment and training, data collection/ management/ reporting, fundraising, grant application and administration, PR/marketing, material selection / purchase with volume discounts, and volunteer recognition are just a few of the benefits the Ventura site gains as part of the READ program.

A “City of Ventura” READ program:

Estimated Annual Expenses for Ventura as a stand-alone Literacy Site:	
<i>Create database/ catalog for literacy collection</i>	<i>*\$700</i>
<i>County Counsel- Professional services</i>	<i>*\$300</i>
Tutor Training	\$3000
Administrative costs: Data entry / management, purchasing, tutor recruitment, Return-to-source bookkeeping, etc.	\$4000
Materials	\$750
Volunteer background checks	\$500
Rent for summer location	\$500 +
Instructor salary @ Adult Education rate of pay \$28.26 / hr x 5 hrs. / week x 52 weeks	\$7347.60
Volunteer recognition / conferences	\$750
Total	\$17847.6

**One time charges for transition of program*

READ VCL Program Administrative staff will:

1. Hire and train a certificated teacher to coordinate free tutoring services for the City of Ventura Library
2. Recruit, orient, and train volunteer tutors to provide 1:1 or small group reading instruction
3. Purchase educational materials for the READ VCL Adult Reading Instruction at the Buena High School Library and handle new materials as return-to-source
4. Invoice for materials purchased, site coordinator salary, tutor training, administrative costs, and other contracted expenses
5. Maintain records and report statistics related to learner attendance and goals achieved
6. Maintain records and report as required by funding sources

Responsibilities of the READ VCL Instructor/site coordinator:

One factor contributing to the success of the **READ** program is the presence at each site of a certificated teacher who provides ongoing professional support to tutors and adult learners. **READ's** current instructor at the Ventura site is a Learning Disability Resource Specialist.

Instructor Responsibilities include:

1. Supervise volunteer tutors and adult students and maintain a positive learning environment
2. Interview adult students, assess their academic needs, assist them with setting goals, match them with a suitable volunteer tutor, and monitor the ongoing progress of the pair
3. Interview volunteer tutors, match them with adult learners, and assist them with selecting appropriate materials and developing individualized curriculum
4. Act as liaison for communication between tutoring pairs and READ program
5. Maintain records and report them to the READ program manager
6. Establish and maintain a materials check-out system

Facilities

EP Foster Library

- The E.P. Foster Library building is owned by the City of Ventura.
- The current E.P. Foster was built in 1959. Much of its infrastructure is aging and in need of work. In 2007, the HVAC system was repaired and improved at a cost of \$156,000. This expense was paid from Ventura County Library (VCL) capital reserves.
- In the near future, it is highly likely that all plumbing both in the building and out to the street will need to be replaced. No funding has been identified for this expense.
- The exterior maintenance, including grounds, of E.P. Foster have been provided by the budgeted revenues of the VCL.

Avenue Library

- The Avenue Library is leased to the City of Ventura by a private property owner.

EP Foster Library & Avenue Library

- All utilities are paid for by the VCL.
- Cleaning is provided by a service contracted with the Ventura County Library (VCL) E.P. Foster is cleaned daily, including Sundays. Avenue is cleaned three times a week. This expense is paid out of the VCL annual budget.
- All improvements and furnishings have been purchased using revenues provided by VCL or the San Buenaventura Friends of the Library.
- Annual expenditures for cleaning, routine maintenance, repair and utilities are approximately \$160,000 for E.P. Foster and \$11,000 for Avenue.
 - Security (locks, locksmiths, alarms) windows and doors
 - Security cameras
 - Painting, carpet replacement/repair
 - Trash & recycling
 - Pest control
 - Elevator maintenance
 - Parking lot maintenance
 - Signage
 - Window treatment
 - Tree trimming (not included in annual landscape contract)
 - Equipment maintenance for copiers, printers, safes & cash registers.

Collection Development Budget

Ventura County is moving towards new ways to purchase book and media collections to take advantage of new technologies to provide materials to our patrons as quickly as possible. We are moving to centralize purchasing of books and materials as more cohesion in buying means less duplication of staff resources and materials.

In addition, we are moving to systems of purchasing and holding of materials that eliminate barriers to getting materials to patrons in timely ways.

In keeping with these goals, collection budgets are being pooled rather than creating small budgets by branch.

2011/2012 Ventura County Library Collection Development Budget

Print Books/Media	\$ 378,255
Online Resources	340,000
Total	\$ 718,250

Online Resources such as databases, electronic books and audiobooks are extremely effective in a library system that serves 370,000 over a 750 square mile area. In addition, we have been able to offer the use of these resources to any member of our active military serving anywhere in the world as long as they possess a VCL library card.

Because VCL offers resources across the system, no community is limited to the collection in its local library. Last year, before VCL began pooling the collection budget, the City of Ventura had a total materials budget of approximately \$83,000 annually. Fortunately, residents of the City were and are able to access the collections of all twelve VCL libraries effectively increasing their budget power by almost tenfold.

Selection

Materials are selected by the library manager, children's specialist and designated selectors for various specialties. The manager will assign a dollar amount to each selector. Selection criteria relies on expert knowledge of the community, the subject matter, trends in customer expectations and almost solely on highly recommended products based on peer reviewing material. Special topics without reviews may be considered. Local author material is welcomed but not necessarily purchased.

Staff uses a schedule of selecting material from reviewing material. The majority of material is purchased through Baker & Taylor TitleSource with processing/OCLC upload included. RFID tags are installed in-house. Direct purchases are generally standing order material.

The library jurisdiction owns the material housed in the libraries. There are no rental collections in VCL. Material is free to request between libraries by any patron with a valid library card. Intralibrary requests are placed on the ILS either by staff or by the patron through the VCL website. The owning library or first-listed owning library will retrieve a holds search list through a function in the ILS. Staff search for the material, check them in and place routing slips in/on the material. The items are placed in the outgoing delivery bag. Items not found are set to trace in the ILS. Last copy requests on missing items are resolved by the Collection Development Librarian through WorldCat requests through the Interlibrary Loan process.

Highly requested material is identified in a report in the ILS Webreporter function and added copies are purchased and assigned by the Collection Development Librarian.

Deselection

Staff reviews the relevance of the collection on a continuous basis. Material that is damaged or out of date is removed from the collection. Heavy weeding has been encouraged to eliminate outdated materials before RFID tags are assigned.

Interlibrary Loan Process

Requests

Library users frequently want to borrow books and materials not immediately available at their local library. VCL offers resource sharing between the 12 libraries and considers the collections in those libraries as one resource. This process is intralibrary loan.

- Free service to library users
- 206,254 intralibrary loan requests were processed in FY 10/11.
- Library users may place holds through the VCL website or with the assistance of library staff at their local library.
- Library staff retrieve the requested material from electronic reports at least twice per day.
- Material may be received at the library user's local library as quickly as 2 days.
- Email or postal notification is sent to the library user on the availability of their requested material

Delivery – VCL offers a 5 day per week delivery between all VCL facilities.

- Approximately 400,000 items were transported in FY 2010/11.
- Delivery transports new material, discarded material, supplies and administrative paperwork.

Requested material not owned by VCL

Not everything requested is owned by a VCL library. VCL is an active member of OCLC, a service that accesses 1,749,330,549 items in 72,000 libraries. This process is interlibrary loan using resource sharing at a large scale. VCL borrows more for their library users than they lend to outside libraries.

- Free service to library users
- 5,384 incoming interlibrary loans FY 10/11
- Library users receive phone notifications when the requested items are received at their local library

Interlibrary Loan (ILL) Staff

The work forms for created by the public and staff are routed electronically or manually through the ILL office. Staff must track all incoming and outgoing requests, mail receipt and return, billing for lost items as well as statistical reporting for California State Library uses and Transaction Based Reports.

Technical Services

In the City of Ventura's Library Survey, "reading for fun" was identified as the single most important service for a public library to provide. Survey respondents also indicated they wanted new and popular books in their libraries.

Technical Services works closely with Collection Development to provide new, popular, informative, and entertaining materials to library users.

Technical Services staff order books, DVDs, music, and other materials the public wants from vendors. We aggressively seek out the best available prices and fastest delivery times, and carefully check all materials upon receipt to ensure accuracy of invoicing. Our primary vendor is Baker & Taylor; we also purchase materials from dozens of other vendors, both large and small, including Amazon and BWI.

Library users looking for materials often turn to the library catalog to find out what is available and where it is located. Technical Services staff place information in the catalog about every item VCL owns, enabling library users to find exactly what they are looking for.

Finally, Technical Services staff physically prepares materials for circulation. We stamp materials to show which library owns them, label each item so it can be shelved in the correct location, attach an RFID tag to each item so library patrons can save time by using our self-checkout machines, as well as other processes that make library materials easy both to identify and to find, and also extend their useful life.

Our primary vendor provides catalog records and processing for approximately half the materials we order from them. Technical Services works with Baker & Taylor and with other vendors to make optimal use of their services, extending our use of them when appropriate.

Technical Services is staffed by one librarian, four technicians, and two office assistants.

In FY11, Technical Services handled a total of 34,574 items.

Technology: Please describe the technology plan and how it will be maintained.						
			Foster Qty.	Cost	Ave. Qty.	Cost
Community Access						
PC's			24		5	
Laptops			1			
Readers/Devices						
	Router		1		1	
	Scanners, receipt printers, coin-ops		6		3	
Print Stations			2		1	
OPAC			5		1	
Childrens PC			8		4	
ADA PC			2			
Business PC						
OTHER PC's* Describe						
	print/time mgmt		6		2	
Staff						
Desktop PC			22		3	
Print Stations			5		1	

The Ventura County Library provides technology to support the public's use of library resources.

These public services include:

- Online public catalog
 - Patron account access (placing requests, renewing items)
 - Book jacket cover art
 - Visual shelf browse
 - Inside library access and access from home
- 24/7 E-library website (www.vencolibrary.org)
 - 47 databases (e-books, e-audiobooks, genealogical research, automotive repair, etc.)
 - Library information (location, events)
 - reading suggestions
 - booklists
- Internet access
 - Wired
 - Scheduling and printing management software
 - Security software
 - Authentication required
 - Wireless
 - Authentication required
 - 24/7 access
- Express check (RFID)

Maintenance of Equipment

Foster

- 1 router
- 3 switches
- 3 T1 circuits
- 45 PCs
- 3 Microfilm readers
- 3 RFID stations
- 1 wifi access point
- 8 receipt printers
- 8 scanners
- 2 coin-ops
- 3 people counter

Avenue

- 1 router
- 1 switch
- 1 T1 circuit
- 16 PCs
- -
- 1 RFID station
- 1 wifi access point
- 4 receipt printers
- 4 scanners
- 1 coin-op
- 1 people counter

Systemwide technology resources

- 7 library servers (ILS, RFID, public catalog, 2 authentication servers, reports, library intranet, helpdesk.)
- County webservices (email, County intranet, human resources, IT Services, County phonebook. County helpdesk)
- 2 independent networks: staff and public
 - Routers and firewall for public network maintained by Library staff
 - Routers and firewall for staff network maintained by County IT Services
- 3 DS3 (45Mb) circuits
- 20 T1 circuits
- County mail services for notices
- Countywide antivirus software
- Proxy services to prevent unauthorized access to staff network
- Bluesocket controller for wifi authentication
- Power management software
- Centralized management of scheduling/printing software

Ventura County Library offers a top notch, interactive website with access to information on the various branch libraries, story times, reading suggestions, and access to a myriad of databases for research and entertainment, including eBooks and e-audio books. The catalog is incorporated in the website to offer a one-stop library portal for a patron's library experience.

Maintenance

- All PCs purchased through a local vendor Compuwave which come with a 3 year warranty. For PCs, maintenance by staff is the first level of troubleshooting. Compuwave is the second line of assistance. Antivirus software and power management are included as part of the County. Public network is maintained by Library staff and housed at Library Administration; County IT Services houses and maintains staff network. County IT Services staff is available for repair and maintenance on a time and materials basis.

Contracts

- County servers with County IT Services for hardware, operating system and backup.
- County routers and switches with County IT Services
- RFID vendor
- Scheduling and printing management vendor
- Wireless vendor
- SMartnet maintenance for Cisco equipment and software (routers, firewall)

System total: \$136,000

Internet

Ventura County Library provides a DS3 (45M) circuit for access to the Internet. This circuit serves all branches.

FOS library has two T1 lines (2.9 Mb) for public internet access which aggregate into the Ventura County Library DS3 (45Mb).

Foster and Avenue Libraries also have wireless fidelity (wifi) access which requires authentication.

All systemwide telecommunications
(voice and data): \$170,000

Technology services are maintained by a library staff of 4 persons.

Staff Training and Development

With a community focus on improved customer service, how will staff be trained and monitored?

There are several key components to staff with high customer service skills. VCL uses the following tools to create excellent customer service:

- Hiring: An understanding of customer service is a key element in interviewing and selecting employees.
- Training: Staff must feel comfortable with the tools that they use. This is a concern facing all libraries. Libraries use ever increasing levels of rapidly changing technology. Public service staffs that most often need training in these tools are most often necessary to staff public desks with little ability to backfill for that training. VCL has a multi-tiered approach to this problem. We send staff to out of system training as often as possible. We then use the “see one, do one, teach one” approach to assisting other staff.
- CORE/Reference Training:
 - Part 1: Professionalism, confidentiality, censorship, policies, reference interview, basic print sources, searching the library catalog (both Horizon and the public catalog)
 - Part 2: Search engines, VCL's subscription databases, other online resources
 - Part 3: Reader's advisory, requesting materials (including how to place a hold from a home computer), the Professional Collection, and other services
 - We provide training and tips on our staff intranet site. We do trainings at our quarterly staff meetings.
- Competencies:
 - VCL is developing competencies in all areas of library service by Job Descriptions.
 - Evaluations: All VCL staff are evaluated annually. Customer service skills are a major portion of these evaluations.

A key component in having excellent public service is to have enough staff available to assist customers. As we have described, VCL, due to budget constraints is extremely thinly staffed. This is particularly true in Ventura where 15.97 FTE's staff two buildings that are open a total of 79 hours/week and serve a population of 103,900. For comparison, the Simi Valley Library is open 58 hours/week while serving a community of 124,000 and has a staff of 16 FTE.

- To address this issue, VCL utilizes processes that allow patrons to check out their own materials, place and pick up holds on materials and other routine tasks.
- The HR staff member in Administration keeps the certificates of completion for all staff completing required training. The employee may opt to send in certificates from optional training for their staff file.
- The supervisor evaluates the behavior of the staff member to see if the training has brought about an improvement. That improvement is discussed informally or may be highlighted in their annual performance review.
- The third form is that the library supervisors and managers watch for benchmarks – comments from the public, improved use of the library services, and survey data.

What level of staff development will be provided to all FT and PT staff throughout the calendar year?

- In addition to the training listed in the previous response, VCL provides several levels of staff training and development each year.
- VCL is a member of the Southern California Library Cooperative. As part of this membership, professional staff may belong to any of several committees focusing on training and service to particular areas such as Children's Services and Reference Services.
- IT staff attend training on SirsiDynix bi-annually.
- Staff are offered opportunities to take training in-person or on-line through InfoPeople. Which is the primary library training organization in the State of California.
 - It offers training which enhances professional skills for members of the California library community
 - Tailored to libraries' needs
 - Hands-on exercises based on actual library situations, as part of the County of Ventura.

- All VCL supervisors attended the Ventura County six part Supervisor's Training Academy as a single group in 2009. Group Attendance at the County training "The Art of Discipline" is anticipated for late 2011.
- Library staff had access to an extensive professional collection covering all areas of library service. This collection is located at VCL Headquarters.
- We hold quarterly all-staff meetings at which questions are answered, training is offered and various library services are highlighted.
- The County of Ventura offers a wide variety of training. A list of those trainings that are appropriate and useful to library staff are attached (A-6.2)
- Storytime workshops – required for staff or volunteers presenting storytimes in the VCL branches. Held quarterly and over 30 volunteers and staff are trained annually.
 - Includes information on child development, early literacy skill building, age-appropriate literature selection, structure of the storytime, publicity, policies, resources available from the Children's Services division, and tips for handling troublesome conditions.
- Committees meet regularly through the year, and feature staff development topics.

Committees include:

- Youth Services
- Collection Development
- Circulation procedures
- Reference
- Adult Services
- Library Supervisors' Forum
- Technology

Branch Supervision – required for part-time librarians and paraprofessionals who are in-charge of smaller branches.

- Customer Service
- Opening and closing procedures
- Safety and risk management
- Emergency procedures
- Cash management
- Collection development
- Library technology
- Circulation procedures

What level of support is given to staff to attend regional, state and national library focused events? ALA, PLA, or CA?

- VCL offers any professional staff serving on a library organization committee the opportunity to attend the annual conference of that organization.
- VCL staff have recently or are currently serving on a wide variety of committee's and boards associated with library associations.
- The Library Director is the current Treasurer for the California Library Association and serves on the Executive Board of that organization. She has also served as the CLA Liaison to the American Library Association. Both of these are state-wide elective offices. She has also served on the Public Library Association Intellectual Freedom Committee and the American Library Association By-Laws Committee. Previously she was a member of the Charles Robinson Public Library Award Committee as part of the American Library Association.
- The Manager of Technical Services is the current Chair of the Technical Services Committee of the California Library Association. The Automation Manager is the past Secretary of the IT Interest Group for the California Library Association.
- Staff members are currently serving on the Young Adult Library Services Committee of the American Library Association. A staff person has just served on LAMDA, the American Library Association Committee that issues the national awards for GLBT books each year.
- Beyond committee representation, staff are invited to be part of a lottery to select staff to attend national conferences. The number of staff sent depends on the level of funding available annually.
- When national or state conferences are in Southern California, VCL encourages as many staff as possible to attend some or all of the conference. In 2009, ALA was in Anaheim and any staff who wished to attend one day or to view the exhibits was given time off, transportation, meals and registration.

**What career support is given to staff pursuing higher education?
AS degree, BA degree, MLS degree?**

- Staff may apply for the Ventura County Textbook and Tuition Reimbursement Program.

- The California State Library gives grants to library employees seeking to attend graduate school in Library and Information Science. Several VCL staff have utilized these funds.
- The County of Ventura gives educational incentives. Staff, at many levels, are given increased pay as a result of having advanced degrees useful to their area of employment.

Describe the Employee Evaluation Process, how it is rolled out and maintained throughout the career of an employee.

Employees are given a job description for their classification when hired. They can access the job descriptions for promotional positions.

- Their supervisor gives them an orientation and expectations for their position.
- The employee is on probation for the equivalent of 6 months or 1 year of full time hours.
- The supervisor will review the conduct, performance, responsibility and integrity of the employee at the end of their probation and for each year following until they separate from county service.
- The supervisor meets regularly with them, gives feedback, provides additional training when needed, and may adjust the goals as needed.
- They discuss the training the employee has had, and talk about the employee's career goals. New training may be suggested at that time.
- The employee is asked what the supervisor can do to help them improve their work.
- The supervisor writes a summary of the employee's performance and documents any area where improvement is needed.
- The employee has an opportunity for comments or feedback. If the employee does not meet the requirement of the position, they may be dismissed.
- The performance review is sent to the VCL Administration offices to be archived in the employee's permanent file.

County Training Available

Computer Applications: Intro, Intermediate, Advanced)

- Access
- Adobe Acrobat
- Microsoft Word
- Excel
- PowerPoint
- Project
- MS Publisher
- Windows
- Visio
- SIRE Agenda Builder

Mandated classes:

- New Employee Orientation
- Discrimination Prevention
- Discrimination Prevention Refresher
- Workplace Security
- Workplace Security Refresher
- Ethics

Supervision Basics:

- Effective Practices
- Personnel Practices
- Hiring Interviews
- Performance Reviews
- Liabilities for Supervisors
- Coaching, Counseling and Corrective Action

Career and Leadership:

- Leadership:
 - Basic Principles
 - Respect and Accountability
 - Cultural Awareness
 - Group Dynamics
 - Conflict Resolution
 - Communication
- Career Development:
 - Customer Service
 - Communication
 - Team Building
 - Time Management
 - Stress Management
 - Conflict Resolution
 - Attitude in the Workplace
 - Managing Organizational Change
 - Decision Making and Problem Solving
 - Values and Ethics

- Real Colors
- Effective Presentation Skills
- Effective Writing Skills
- Disaster Service Worker Training

- Lean Six Sigma:
 - Champion Training
 - Yellow Belt Training
 - Green Belt Training

- Toastmasters
- Liebert Cassidy Whitmore Workshops – Employment Relations Consortium
- AED (Automated External Defibrillator) training
- Defensive Driving