

Division Highlights of Key Activities (programs, projects, operations)

- Fall Storytime sessions started the week of September 18th at Red Mountain and Main and the following week at Dobson. Main started with 73 the first week and saw it grow to 100 the next week. Dobson started with 38. Cuentos (Spanish language Storytime) at Main will resume a week later than originally planned due to illness of presenter.
- Weeding projects system-wide are proceeding. In addition to weeding, the Librarians are evaluating each area. Here is a sample from Marian Reisman's analysis of the Photography collection: The field of photography, as far as photographic equipment, has changed significantly with the advent of digital cameras. Based on declining circulation, I have tried to discard books about photo processes that are outdated. I have, however, kept a representative sample of books in these areas, as some people are still interested in the older processes. Older books that talk about mastering techniques for shooting a good picture are still relevant and I have only discarded ones that are in poor condition or had very low circulation statistics. I also kept works about the history of photography. I discarded some books about the business of photography that were completely outdated. I would recommend that we purchase some titles about starting your own photography business, as even the outdated titles still circulated.
- The Electronic Resources Evaluation Team met for the first time. This is a new system-wide group that will examine our database offerings and make recommendations for purchasing new databases. Because Maricopa County Library District has agreed to purchase a core list of electronic databases for all county public libraries, some funds were freed up to purchase additional databases.
- Materials have been cataloged into the newly created Mesa Authors collection. While these materials are housed only at Main, they will circulate and be available to all facilities via the hold system.
- Staff members continue to assist in other areas to cover staffing shortages. At Main, Information Services contributed 101.5 hours to Circulation and 73.5 hours to Shelving. Collection Support Services staff spent a total of 26.25 hours checking in branch deliveries and assisting Circulation and Reference. At Dobson, Librarians contributed 32.5 hours to non-desk circulation functions and 48.25 hours to shelving.
- Red Mountain Clerks and Librarians are filling in at Main and Dobson as needed. They have volunteered for night and weekend duty to cover staff shortages at those locations due to unfilled positions and vacations. Their willingness to help is much appreciated.
- Heather Wolf, Library Director, and Kate Havris, Acting Library Administrator, attended a meeting to see the master plan for the future MCC downtown campus. The master plan will be taken before City Council in the coming weeks.

Planning Activities

- New Library performance measures, benchmarks, and targets have been selected as part of the citywide effort to relate strategic planning back to daily activities.
- New performance measures were also selected for reporting in the City Manager's Performance Report. Three measures were selected and will be tracked monthly, but reported to the City Manager at the end of the first and third quarters of the fiscal year.
- Jill London, Collection Support Services Supervisor; Amy Stults, Cataloger; and Heather Wolf met with Debbie Yukolis, Quality and Organizational Efficiency, to see if process management analysis would be a good way to determine if staffing is at the appropriate level in Cataloging.

Budget/Finance Related Issues

- All Community Services divisions have been asked to implement Activity Based Costing (ABC). We are working hard to assign both direct and indirect costs as well as any offset revenues to each activity within the library. This will be a useful management tool when the project is finished.
- We have been informed that the Library may use Impact Fees to fund any future expansion of the Main Library as a result of a partnership with MCC.

Service Level Trends

- September Circulation figures show a decline at all locations when compared to last year at this time, but not quite as much as in July and August. Since July, Dobson circulation is down 36%, Red Mountain circulation is down 24%, and Main circulation is down 9%. The branches continue to see an impact from the reduced hours.
- Main and Dobson continue to see 65% of all circulation happening at self-check. Red Mountain is averaging only 44%, but has re-configured again in the hopes of making one machine more visible and increasing usage.

Problem Issues (personnel, citizen feedback, political)

- Security continues to be an issue for both the Main and Red Mountain branches. Several incidents occurred during the month, but progress has been made at Main with the month long banning of four juveniles. In addition, Municipal Security has received the okay to offer overtime hours at the libraries for interested Officers.
- Stephanie Foster completed her Management Development Opportunity as a Library Cataloging Specialist and returned to her position as a Library Technical Assistant.
- Recruited for the Library Cataloging Specialist, Senior Library Equipment Assistant, and Supervising Library Assistant for Main Circulation. Interviews begin in October.
- Conducted interviews and selected candidates for the 3 Clerk positions at Main. Angela Starks, Red Mountain Page, was promoted to Clerk and transferred to Main.
- Interviews were conducted and 6 candidates were selected for the 9 Library Page positions system-wide. Applications are being reviewed again.
- Brian Barna, a Dobson Library Clerk, began his Management Development Opportunity (MDO) as Page Supervisor at the Main Library. Leslie Biondo, a Red Mountain Library Clerk, began her two-month rotation at Dobson to cover Brian's absence.
- At Main, there were 186 hours during the month when only 1 person was staffing one of the three reference desks. This is approximately 12% of the time.

Target Goals for the Next Reporting Period

- Continue recruitment, interview, selection and training process for the vacant positions.
- Continue process management analysis for cataloging area.
- Conduct selector training for all materials selectors.