



MEMO

TO: Michelle Wierschem, Martinez Recreation Manager
FROM: Gail McPartland, Deputy County Librarian – Public Services
SUBJECT: Library Furloughs
DATE: March 30, 2010

During the last negotiations with the labor unions that represent most County employees, the Board of Supervisors and the unions agreed to 6 furlough days during the current fiscal year and 6 furlough days for 2010/11. The specific days for the furloughs were part of the agreement negotiated with the unions - the library had no flexibility to select days that might have less of an impact on library service or to plan for some libraries to be open while others were closed.

We have taken several steps to mitigate the impact of furloughs for library customers.

- For extended furloughs such as those that occurred in November, December and February, we extended due dates. This meant no items were due during these times.
- For these extended furloughs, we also extended holds. This meant that holds could be picked up well after we reopened.
- We found we needed to close book drops during the extended closures, which caused some frustration for our customers. Closing the book drops was necessary since many of them jam if they are not emptied several times each day.
- We did have regular services through our website at ccclib.org for all closures except the extended weekend in February. This allowed customers to renew materials, place holds, download e-books, and search databases. In February, the website and catalog were not available due to a long-planned upgrade to our catalog, circulation system and website.
- We publicized the closures through press releases to the media and posted on our website. We also notified customers through signs, bookmarks, and electronic newsletters and on our telephone messages.
- Following each closure we have reviewed customer feedback to evaluate what worked and did not work so that any future closures would have the least impact on customer service.

Here are the remaining closed days for FY2009/2010. This information is also posted on our library website, ccclib.org.

Wednesday, March 31, 2010	All libraries closed (furlough) Bay Point, El Cerrito, El Sobrante, Kensington, Rodeo will close Tuesday, March 30, 2010 (regularly closed on Wednesdays)
Sunday, April 4, 2010	All libraries closed (Easter)
Sunday, May 30, 2010	All libraries closed
Monday, May 31, 2010	All libraries closed (holiday)

I am enclosing separately the FY2010/2011 schedule, which includes all holiday and furlough closures for the next fiscal year.