



Agenda Report

21-1396

Agenda Date: 10/4/2021

REPORT TO BOARD OF LIBRARY TRUSTEES

SUBJECT

Overview and Preliminary Results of the Library's Restoration of Services Community Survey

COUNCIL PILLAR

Enhance Community Engagement and Transparency

BACKGROUND

Due to the COVID-19 pandemic, the Library has operated under limited hours and utilized various strategies to safely provide priority services. With the lifting of health restrictions, the Library has adopted a phased re-opening strategy focused on balancing the Council's priority on COVID-response with the restoration of services utilizing strategies that recognize the importance of equity of access across the City, health and safety compliance and the availability of staff resources.

To inform this phased-in restoration of service, the Library developed and implemented a community survey to solicit input on desired hours of operations, to evaluate the community's readiness to return to in-person services and their interest in the type of services that should be restored first. The survey was available online as well as in hard copy at all three Library facilities. The survey closed on September 25, 2021 with a total of 875 responses.

DISCUSSION

The purpose of this item is to provide the Board with an overview of the survey process and preliminary information on the results. During the month of October, staff will analyze the information and use the information to help guide the next expansion of services.

PUBLIC CONTACT

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov <<mailto:clerk@santaclaraca.gov>> or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

No recommendation for this item

Reviewed by: Justin Wasterlain, Management Analyst

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