



AUSTIN PUBLIC LIBRARY EQUITY COMMITMENT

The Austin Public Library will assure all citizens of Austin have equal access to library services and programs

AUSTIN PUBLIC LIBRARY DIVERSITY COMMITMENT

The Austin Public Library values diversity and is dedicated to creating an organizational culture that respects the variety and richness of the contributions and needs of all members of our staff and community.

HOW DO WE PROVIDE AND MEASURE EQUITABLE PROGRAMS AND SERVICES?

1. When an area of the City reaches a population of 30,000 within a 3 mile radius, Library Administration will consider the feasibility of providing a community library (pending approval of City Management, City Council and taxpayer bond approval).

M E A S U R E : Libraries are strategically located throughout the community for maximum accessibility.

S T A T I S T I C A L D A T A : Public Library Data Service (PLDS) Annual Statistical Report (comparative statistics). Compared to peer libraries Austin has an average number of branches.

Additional statement after January 1, 2015: Provide at least one community library within each Council District (pending approval of City Management, City Council and taxpayer bond approval).

M E A S U R E : All Council Districts have at least one branch library.

S T A T I S T I C A L D A T A : City of Austin Single District Map.

2. Provide one Regional Library within each of the four regions that serves as a resource for the other branches in the region (currently the Little Walnut Creek, Manchaca Road, Yarborough, and Ruiz Branch Libraries). The Hampton Branch at Oak Hill and Milwood Branch Library have been designated as future Regional Libraries in lieu of the Manchaca Road and Little Walnut Creek Branches once they have been expanded (pending approval of City Management, City Council and taxpayer bond approval). There is currently no room for the Regional Manager's

offices at either the Manchaca Road or Little Walnut Creek Branch Libraries. (See Austin Public Library Facilities Master Plan). Regional Libraries offer Sunday hours and have additional materials, computers, and programs to serve the region as space and funding allows.

M E A S U R E : All four regions have a regional library.

S T A T I S T I C A L D A T A : Austin Public Library monthly statistical report, annual statistics, and facilities map.

- Hours of service will be the same at all branch libraries. Exceptions are made based on extenuating circumstances (for example, the St. John Branch Library is located on a school campus and hours vary due to campus requirements). The Central Library and three of the four Regional Libraries include Sunday hours. The Yarborough Branch Library is working on adding Sunday hours by shifting employees. Periodically, budget reductions have resulted in differing hours but every effort is made to reduce the hours equitably. For example, budget reductions resulted in all branch libraries reducing hours by closing one day a week but to do so in the most equitable way, branch libraries in close proximity were paired and one is closed on Thursday and the other on Friday. The Central Library's hours were also reduced due to budget reductions but the least busy hours were impacted (opening one hour later and closing one hour earlier Monday-Thursday). Compared to peer libraries, APL is very close to the average number of service hours per week, even with reduced hours. Because Recycled Reads Bookstore is a retail operation and the Austin History Center is an archival operation, their hours reflect the needs of their customers.

M E A S U R E : Service Hours are the same for all branch libraries unless there are extenuating circumstances. The Central Library and three of the four Regional Libraries currently include Sunday hours. Customer satisfaction with hours can be determined from Annual City of Austin Community Survey.

S T A T I S T I C A L D A T A : Austin Public library monthly statistical report, annual statistics, facilities map, Public Library Data Service (PLDS) Annual Statistical Report, Annual Austin Community Survey. According to the 2013 survey, 61% of residents responding were satisfied/very satisfied with Library hours.

- Assure that all basic library services are offered at every library location. Basic services include materials for check out and research, telephone reference, Internet computers, software for visually challenged customers, online services accessible 24/7, adult and youth programs and staff to assist. (The Austin History Center is an archival operation and does not check out materials or have public Internet computers.)

M E A S U R E : All branch libraries offer basic library services. Customer satisfaction with materials and programs can be determined from the Annual Austin Community survey.

S T A T I S T I C A L D A T A : Austin Public Library monthly statistical report (materials checked out by location, visitors by location, programs by location, attendance by location, computer sessions by location etc.), annual statistics, Public Library Data Service (PLDS) Annual Statistical Report, Annual Austin Community Survey. APL has a little more than half the collection size (holdings) of our peer libraries. According to the 2013 Austin Community Survey, 71% of

residents responding were satisfied/very satisfied with materials at libraries and 73% were satisfied/very satisfied with Library programs.

5. Provide enhanced services where need is documented. Possible enhanced services could include a job information center, computer training centers, teen computer centers, etc. Some enhanced services were initially funded by a grant and have been absorbed by APL: the Job Information Center at the Carver Branch Library, Computer Training Center at the Little Walnut Creek Branch Library, and Teen Computer Centers at the Central Library and the Manchaca Road, Willie Mae Kirk, Ruiz, St. John, Southeast, Terrazas and University Hills Branch Libraries. The Central Library includes full reference service, a more in-depth research collection, and adaptive equipment for the disabled. We are in the process of establishing a Computer/Job Information Center at the Willie Mae Kirk Branch Library.

M E A S U R E : Satisfaction of customers can be determined from customer surveys and comment cards.

S T A T I S T I C A L D A T A : Austin Public Library monthly statistical report (visitors by location, programs by location, computer sessions by location, teen center programs by location).

6. All library locations offer a base collection with a balance between popular, high demand materials and research materials. Individual collections reflect the needs of the community (i.e. bilingual, cultural themes, large type, and specific high demand genres).

M E A S U R E : Effectiveness of special collections can be determined by circulation type by location and circulation by language by location reports.

S T A T I S T I C A L D A T A : APL Monthly Statistical Report (materials checked out by location), annual statistics, Circulation Reports by genre, language, etc., Public Library Data Service (PLDS Annual Statistical Report, Annual Austin Community Survey. APL has only a little more than half the collection size (holdings) of our peer libraries. According to the 2013 Austin Community Survey, 71% of residents responding were satisfied/very satisfied with materials at libraries.

7. All library locations offer basic youth and adult programs (cultural programs, author readings, movies, arts and crafts, etc.) Demand and attendance determine what is effective and changes are made accordingly. Small or no attendance can indicate lack of interest or error in timing. The program might be moved to another time slot but if that does not increase attendance, the program is moved to another location and/or an alternative program may be offered. In some locations, outreach is the most effective type of programming that can be offered.

M E A S U R E : Effectiveness of programs can be determined by demand and attendance. Customer satisfaction with library programs can be determined from the Austin Community survey.

S T A T I S T I C A L D A T A : Austin Public Library monthly statistical report (attendance and programs offered in house by location, offsite, and by audience), Annual Austin Community Survey. In 2013, 73% of residents responding to the Austin Community Survey were satisfied/very satisfied with Library programs.