

Data in Action Series



Requesting an Increase in Staffing Levels

Making sure that your staff is deployed to cover all service points for the hours the library is open isn't always easy. Sometimes, you need more staff to cover all the hours; sometimes, you need to reduce your open hours so that your staff isn't stretched too thin. Either way, you can use data to analyze your situation and make the case for your management decision.

1. Always be sure that your library's long range plan and your programs and services are in alignment with your community's needs and goals.

- Study the town's comprehensive plan, if available, or other planning documents.
- Always have a library presence at select board or town council meetings just to note what is being talked about.
- Pay attention to the town bulletin board if there is one.
- Offer to speak at local service group meetings and then stay to hear what they talk about.

2. Begin with public library annual report statistics.

A. Open the report at:

<http://www.countingopinions.com/pireports/report.php?76a731d713baad86969d66d0a78dc207>

Data to Justify an Increase in Staff Numbers

Collection: Maine Public Library Statistics Period: **2016, (Start 2016-01)** Mor

Location (262) ▲	1.8 Population of the Legal Service Area ▼	2.1 Total Weeks Open Per Year ▼	2.2 Public Service Hours Per Year ▼	2.8 Total Paid Employees ◆	4
ABBOTT MEMORIAL LIBRARY	8,764	52	2,028	2.00	
ABEL J. MORNEAULT MEMORIAL LIBRARY	2,387	52	1,724	1.50	
ACTON PUBLIC LIBRARY	2,575	52	1,015	0.51	
ALBERT CHURCH BROWN MEMORIAL LIBRARY	4,243	52	516	0.25	
ALBERT F. TOTMAN LIBRARY	2,241	52	1,976	0.95	
ALBION PUBLIC LIBRARY	2,048	52	832	0.00	
ALICE L. PENDLETON LIBRARY	565	52	695	1.55	
ANDOVER PUBLIC LIBRARY	811	52	832	0.68	
ANNA FIELD FERNALD LIBRARY	830	46	1,840	0.00	
ASHLAND COMMUNITY LIBRARY	2,021	52	1,404	0.95	



1/27 10 Sort multiple columns by holding down the shift key and clicking another col

Click on the Excel icon and download the spreadsheet to your computer.

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Click on Enable Editing.

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. **Enable Editing**

Location	1.8 Populati	3.3 Local Gd	4.1 Children	4.3 Young A	4.5 Adult Pr	4.21 Library	4.22 Referer	ILL Receive
ABBOTT MEMORIAL LIBRARY	8,764	\$99,841	12	0	36	9,015	0	387
ABEL J. MORNEAULT MEMORIAL LIBRAR	2,387	\$50,363	12	2	22	6,950	870	6
ACTON PUBLIC LIBRARY	2,575	\$18,840	15	8	10	2,266	372	51
ALBERT CHURCH BROWN MEMORIAL LIB	4,243	\$4,500	12	0	5	1,474	66	51
ALBERT F. TOTMAN LIBRARY	2,241	\$32,000	26	5	49	10,562	412	227
ALBION PUBLIC LIBRARY	2,048	\$6,500	32	0	5	1,304	46	42
ALICE L. PENDLETON LIBRARY	565	\$72,742	20	0	22	9,360	148	15
ANDOVER PUBLIC LIBRARY	811	\$28,000	1	0	1	2,998	-1	22
ANNA FIELD FERNALD LIBRARY	830	\$1,800	0	0	26	52	0	0
ASHLAND COMMUNITY LIBRARY	2,021	\$44,623	0	0	0	6,542	241	0

B. Follow these steps to set up a peer comparison group by sorting the data by population.

Click on the Data tab

File Home **Data** Review View Add-ins Acrobat

Cut Copy Paste Format Painter Clipboard Font Alignment

Location	1.8 Populati	3.3 Local Gd	4.1 Children	4.3 Young A	4.5 Ac
ABBOTT MEMORIAL LIBRARY	8,764	\$99,841	12	0	
ABEL J. MORNEAULT MEMORIAL LIBRARY	2,387	\$50,363	12	2	
ACTON PUBLIC LIBRARY	2,575	\$18,840	15	8	
ALBERT CHURCH BROWN MEMORIAL LIB	4,243	\$4,500	12	0	
ALBERT F. TOTMAN LIBRARY	2,241	\$32,000	26	5	
ALBION PUBLIC LIBRARY	2,048	\$6,500	32	0	

Choose Sort

File Home Insert Page Layout Formulas **Data** Review View Add-ins Acrobat

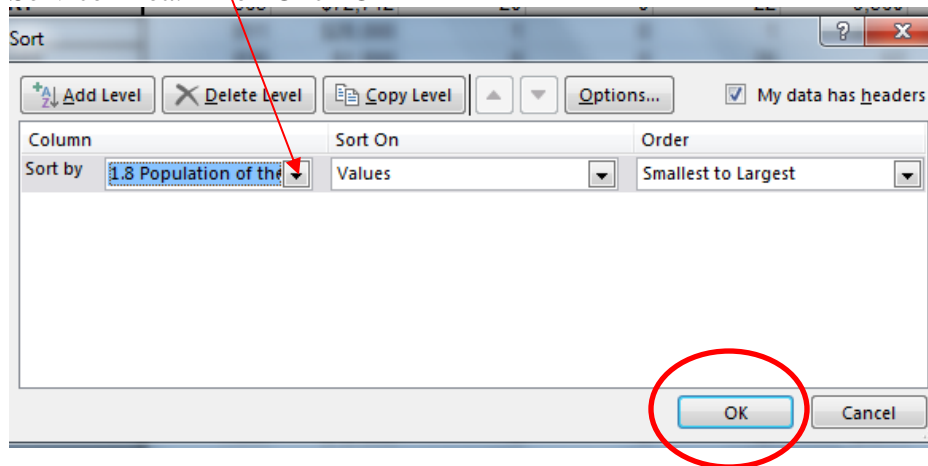
From Access From Web From Text Get External Data From Other Sources Existing Connections New Query Recent Sources Show Queries From Table Recent Sources Refresh All Connections Properties Edit Links Sort & Filter

Sort

Location	1.8 Populati	3.3 Local Gd	4.1 Children	4.3 Young A	4.5 Adul
Location	1.8 Populati	3.3 Local Gd	4.1 Children	4.3 Young A	4.5 Adul

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Click on the Arrow on the right side of the Sort By box and choose 1.8 Population of the Service Area. Then Click OK



Locate your library in the sorted data and choose peers within 1,000-4,000 of your population. If that group is too large, narrow the population.

Analyze the data for that group to determine if your staffing levels are in line with your library peer group. (Note: Anywhere in the spreadsheet that you see “-1” means that the library did not report any data.)

- For your library and each library in your peer group:
 Divide each output (reference, circulation and programs) by total FTE
 Divide that number by total open hours
 Compare this number across the peer group.
- Compare your total FTE and total open hours to the libraries in your peer group.

3. National Surveys

- Use Project Outcome (<https://www.projectoutcome.org/>) to gather data and stories about the impact your programs and services have on community members.

4. Other Data

- Note how many times patrons express a wish for more hours.
- Ask patrons write to the select board or town council as advocates for what you need

The comparisons from Step 1 along with the impacts from Step 2 should give you a good idea of whether you have a case to make about the level of staffing for your library.

For tips in presenting this information to your stakeholders, watch the webinar ‘Data Visualization for the Rest of Us: A Beginner’s Guide’ at <http://www.maine.gov/msl/libs/ce/certdisplay.shtml?id=665204>