Implementation of Library “Express Service” Open+ Hours

Nancy Schram, Library Director
Ventura County Library
nancy.schram@ventura.org
The data showed over 60% of library patrons using the Foster Library downtown Ventura lived on the east side of Ventura.

With no library branch on the east side since 2009, we knew this would be a busy library.
Limited funding + basic library services

Hill Road Library staffed 40 hours per week.

Able to make self-services available without staff?

Searched for a way to provide basic library services
Increasing hours + access

| Initial 30% increase in total hours of operation
| open+ increases access to library services at almost 60% discount
| Ability to expand Express Hours at any time
| Enhanced functionality for branch management.

Hill Road Library
Opt-In model + available services

- 2nd library in U.S. to use open+ technology.
- Patrons 18 and over in good standing may opt-in for Express Service.
- Patrons can checkout laptops, use WIFI, meet and collaborate, checkout print and electronic collections, and use research materials.
- Became 2nd busiest library in entire system in first year.

Hill Road Library
Educating users + staff

- Patrons educated on appropriate use of the facility and services
- Users can have their Express Hours library card revoked
- Empowers patrons and enables them to have expanded library hours.

Hill Road Library
RESULTS! Usage + success trends

In the first two months, we issued 115 new Express Hours library cards

78% increase in usage from February (90) to April (160).

Hill Road Library
UGH... SURVEYS.

YAY... RESULTS!

Using Project Outcome data to improve digital literacy programs

APRIL 25, 2019 | ADULT SERVICES SYMPOSIUM

STACY LEIN, ADULT SERVICES LIBRARIAN
THE PROGRAM IN 2017

**Internet 101**

- **Google Search Basics**
  - Friday January 13, Noon
  - Learn tips, tricks, and shortcuts to get the search results you're looking for without having to hunt through pages and pages of results.

- **Online Privacy**
  - Friday January 20, Noon
  - In a world where many of your activities are recorded, perfect privacy is unlikely. In this workshop you will learn some basic tips to secure more online privacy.

- **Google News**
  - Friday January 27, Noon
  - Where do you get your news these days? Is it a reputable source? We will show you how to use Google News as your go to news source and weed out those bogus news stories.

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**Tech Time**

- **Travel Apps**
  - Friday April 14th at noon
  - Booking travel isn't the same as it used to be. These days you are your own travel agent booking your trips in the palm of your hand. Come and learn about how to book a flight or hotel room using just your phone or tablet.

- **Money Saving Apps**
  - Friday April 28th at noon
  - Need help budgeting money or tracking the money you spend on food? Want to know which apps to use for coupons on food, stuff and travel? We can show you a few of the apps available for your tablet or smartphone to help you manage and save your money.

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**Computer Basics**

- **Cloud Storage**
  - Saturday 10/07 at 10:15 a.m.
- **Privacy on Facebook**
  - Saturday 10/14 at 10:15 a.m.
- **Ancestry.com**
  - Saturday 10/21 at 10:15 a.m.
- **Microsoft Word Basics**
  - Monday 10/23 at 10:15 a.m.
  - Wednesday 10/25 at 2:00 p.m.
  - Saturday 10/28 at 10:15 a.m.
METHOD

98% felt more knowledgeable about using digital resources
94% felt more confident when using digital resources
94% were more aware of resources and services provided by the library
96% intend to apply what they learned

The full results of the survey(s) are shown below. (Note that due to rounding, percentages may not add up to 100%)

**Knowledge**
- Library: 52%
- State/Province: 46%

**Confidence**
- Library: 52%
- State/Province: 42%

**Application / New Skills**
- Library: 41%
- State/Province: 55%

**Awareness of Resources**
- Library: 42%
- State/Province: 52%

**Digital Learning Topic Averages**
- Knowledge: Library 4.4, State/Province 4.4, National 4.5
- Confidence: Library 4.3, State/Province 4.3, National 4.4
- Application / New Skills: Library 4.5, State/Province 4.4, National 4.5
- Awareness of Resources: Library 4.5, State/Province 4.4, National 4.5

SCORING: 
- Light Green: Strongly Disagree
- Yellow: Disagree
- Beige: Neither
- Purple: Agree
- Dark Purple: Strongly Agree
What did you like most about the program?

What could the library do to improve your learning?
THE PROGRAM TODAY

COMPUTER BASICS CLASSES

SSF LIBRARY
SPRING 2019

APRIL
- **Keyboarding & Mouse Skills**
  Tues, Apr. 2nd @ Main - 10:15 a.m.
  Wed, Apr. 3rd @ Main - 4:00 p.m.
  Thurs. Apr. 4th @ Grand - 12:00 p.m.
- **Excel: Beyond the Basics**
  Tues, Apr. 9th @ Main - 10:15 a.m.
  Wed, Apr. 10th - NO CLASS
  Thurs. Apr. 11th @ Grand - 12:00 p.m.
- **Word: Beyond the Basics**
  Tues, Apr. 16th @ Main - 10:15 a.m.
  Wed, Apr. 17th @ Main - 4:00 p.m.
  Thurs. Apr. 18th @ Grand - 12:00 p.m.
- **Get LinkedIn**
  Tues, Apr. 23rd @ Main - 10:15 a.m.
  Wed, Apr. 24th @ Main - 4:00 p.m.
  Thurs. Apr. 25th @ Grand - 12:00 p.m.
- **iPhone & iPad Basics**
  Tues, Apr. 30th @ Main - 10:15 a.m.

*Hablamos español @ Grand

MAY
- **iPhone & iPad Basics**
  Wed, May 1st @ Main - 4:00 p.m.
  Thurs. May 2nd @ Grand - 12:00 p.m.
- **Getting Started with Windows**
  Tues, May 7th @ Main - 10:15 a.m.
  Wed, May 8th @ Main - 4:00 p.m.
  Thurs. May 9th @ Grand - 12:00 p.m.
- **Getting Started with Mac**
  Tues, May 14th @ Main - 10:15 a.m.
  Wed, May 15th @ Main - 4:00 p.m.
  Thurs. May 16th @ Grand - 12:00 p.m.
- **Language Learning Apps**
  Tues, May 21st @ Main - 10:15 a.m.
  Wed, May 22nd @ Main - 4:00 p.m.
  Thurs. May 23rd @ Grand - 12:00 p.m.
- **Travel Apps**
  Tues, May 28th @ Main - 10:15 a.m.
  Wed, May 29th @ Main - 4:00 p.m.
  Thurs. May 30th @ Grand - 12:00 p.m.

*Hablamos español @ Grand

JUNE
- **Smartphone Photography**
  Tues, Jun. 4th @ Main - 10:15 a.m.
  Wed, Jun. 5th @ Main - 4:00 p.m.
  Thurs. Jun. 6th @ Grand - 12:00 p.m.
- **Fun Photo Apps**
  Tues, Jun. 11th @ Main - 10:15 a.m.
  Wed, Jun. 12th @ Main - 4:00 p.m.
  Thurs. Jun. 13th @ Grand - 12:00 p.m.
- **Google Drive Basics**
  Tues, Jun. 18th @ Main - 10:15 a.m.
  Wed, Jun. 19th @ Main - 4:00 p.m.
  Thurs. Jun. 20th @ Grand - 12:00 p.m.
- **Android Basics**
  Tues, Jun. 25th @ Main - 10:15 a.m.
  Wed, Jun. 26th @ Main - 4:00 p.m.
  Thurs. Jun. 27th @ Grand - 12:00 p.m.

*Hablamos español @ Grand

Drop-in classes - no sign-up required! PC and Mac users welcome at all sessions. Laptops and iPads are available but feel free to bring your own.

CALL (650) 829-3860 AT LEAST 10 WEEKDAYS PRIOR TO REQUEST SIGN LANGUAGE OR OTHER ACCOMMODATION. PLEASE REFRAIN FROM WEARING SCENTED PRODUCTS TO PROGRAMS.
QUESTIONS?