



DATE: August 5, 2021

AGENDA ITEM # 6

TO: Library Commission
FROM: Jaime Chew, Recreation Manager
SUBJECT: Curbside Drop-off

RECOMMENDATION:

Receive and discuss updated report by the Services Subcommittee, and take action as appropriate

BACKGROUND

At the July 1, 2021 regular meeting, the Services Subcommittee shared initial recommendations for additional locations for curbside drop-off. After receiving feedback from the Commission, the subcommittee indicated that they would finalize their recommendations and return to the Commission for discussion and consideration.

DISCUSSION

The Commission will need to receive and discuss the updated report by the Services Subcommittee, and take action as appropriate.

Attachment:

- A. Services Subcommittee Report – Curbside Drop-off



TO: City of Los Altos / Town of Los Altos Hills City Library
Commission, Jaime Chew, Rose Baiza

FROM: Library Commission Service Subcommittee

SUBJECT: Implementation of Curb-side Drop off Points

The Service Subcommittee proposes that we implement Curb-side Drop off points in the form of large drop boxes on library property. Drop boxes allow busy patrons, mothers with small children and the disabled to quickly drop off items without the need to make the trip all the way into the library. Outdoor returns also allow patrons the ability to return materials when it is convenient for them.

Demand for Curb-Side Drop Off High Among Patrons

Based on the Santa Clara County Library District 2019 Patron Satisfaction Survey Databook, the demand for having “Curb-side drop off points around the library property” at the Los Altos library is very high at 35%.

Exhibit F7. “The Santa Clara County Library District is exploring alternative options for patrons to drop off books and other materials. Please select the services that would be most useful to you. Select top 2 choices.”*

2016 Comparison: Not measured in 2016.

	SCCLD (n=4705)	CA (n=679)	CU (n=1011)	GI (n=392)	LA (n=556)	MI (n=747)	MH (n=412)	SA (n=634)	WO (n=203)	BKM (n=71)
I am happy with the library's current operating hours and automated returns	57%	55%	55%	64%	61%	57%	55%	56%	63%	58%
Curb-side drop off points around the library property	35%	38%	38%	29%	35%	33%	39%	34%	30%	39%
Self-service hours at the library	24%	24%	26%	21%	18%	27%	19%	26%	26%	10%
Other book/materials return points throughout the community	19%	19%	23%	15%	19%	20%	19%	17%	16%	21%
Key cards access outside library hours	15%	15%	17%	13%	12%	18%	14%	16%	16%	11%
Other**	2%	2%	2%	3%	3%	3%	3%	3%	3%	3%

* Totals may exceed 100% as respondents could select more than one response.

**Other: Other specified drop off (47), Car access (24), Self-service (21), Current system works (16).

Main Library

Currently, the existing book return situated on the front wall of the Los Altos library is very effective for drop off. However, due to parking shortages, there are only two (2) parking spots dedicated for such purpose. While this serves the purpose for a quick drop off, the two (2) spaces are not always available. Patrons have to circle around the parking lot just for a quick drop off, sometimes giving up all together. Typically, it is not unusual for patrons to include a quick book drop in their routine errands of grocery shopping, running to the bank, or post office, or picking up or dropping off children.

Curb-side drop off boxes would help ease the drop off process and alleviate some of the parking problems.



Looking at the current layout of the Main library property, there are a few possible locations for placing the drop off boxes as indicated below.



Possible Drop Box Locations



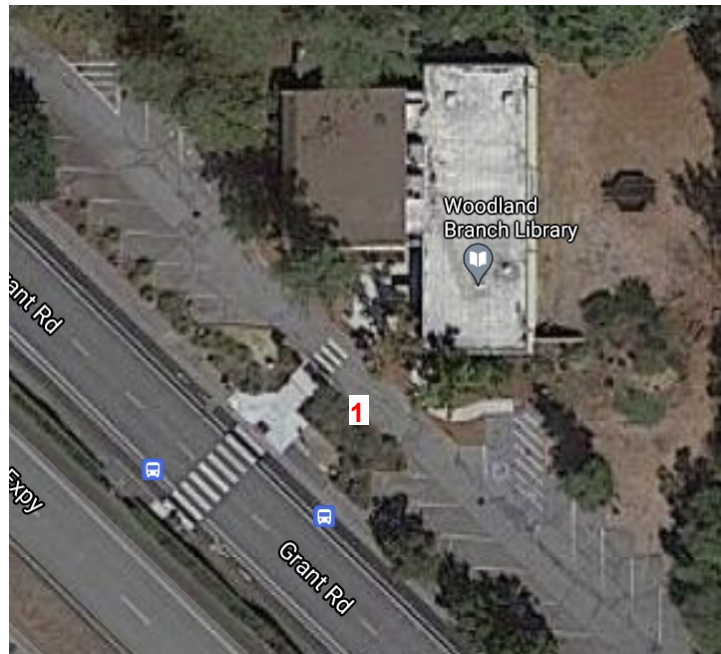
Possible Drop Box Locations



Drop Box in location #1

Woodland Library

While there are fewer options for Woodland Library, the layout is well-suited for book drop off:



Positive Impact on Parking

The City of Cupertino carefully studied a similar recommendation in 2020 and determined that adding two (2) drop-off stalls but would reduce parking demand in the parking lot by thirteen (13) vehicles during the peak hour. We anticipate a positive impact on parking for Los Altos as well.

Library Staff Support

Library staff supports curbside-drop off and is currently working with two other county libraries to implement this service.

Low Cost

The cost of purchasing the large drop off box is relatively inexpensive, ranging from \$3,000 to \$5,000 (<https://www.kingsley.com/outdoor-depositories/book-drops/s-series-outdoor-library-returns.html>).



We anticipate that this service will greatly ease the drop off process and satisfy a much-needed demand from patrons.

Thank you,

Julie Crane and Pierre Bedard
Library Commission Service Subcommittee