

ANNUAL EQUAL EMPLOYMENT REPORT: COMMUNITY SERVICES

RECOMMENDATION

Accept by motion the Annual Equal Employment Report for the Community Services Department.

Introduction

This report describes the demographics of the Community Services Department for the period November 1, 2014 through October 31, 2015. The primary challenges for the department over the past year have been to continue providing much needed services to the public with a reduced staffing level. With a reduction in workforce, the Community Services Department continues to adjust its operational activities to manage its mission.

Organizational Structure and Responsibilities

COMMUNITY SERVICES MISSION STATEMENT

To enhance the quality of life, economic vitality, health and well-being of the community by creating and providing the resources and program opportunities to its residents of all ages to pursue their educational, civic, business, and personal interests and to meet their recreational and leisure needs.

The organizational structure is divided into two areas of concentration: Library Services and Recreation Services.

Library Services Division Core Functions

The Library Division is jointly funded by the City of Stockton and San Joaquin County. The Chavez Central Library, 12 branches (Angelou, Escalon, Lathrop, Linden, Manteca, Mountain House, Ripon, Stribley, Thornton, Tracy, Troke, and Weston Ranch), and two Mobile Libraries of the Stockton-San Joaquin County Public Library circulates almost 1.6 million books, magazines, and audio-visual materials annually.

Our libraries play a crucial role as community centers focusing on literacy and education by providing lifelong learning opportunities through programs with children, teens, and adults. The library's dedicated employees utilize their knowledge to bring together library customers and the information they need by providing resources, programs, and reference services.

Library Services Division Statistics

| | <u>2013-2014</u> | <u>2014-2015</u> |
|-----------------------------|------------------------|------------------|
| ▪ Cardholders | 221,824 | 237,327 |
| ▪ Visitors to Library | 952,894 | 922,957 |
| ▪ Circulation | 1,640,185 | 1,576,156 |
| ▪ Public Internet Computers | 267 ¹ | 177 |
| ▪ Computer Usage | 221,547 | 206,608 |
| ▪ Library Website Hits | 1,272,224 ² | 1,148,034 |
| ▪ Programs Held | 2,898 | 2,977 |
| ▪ Program Attendance | 81,356 | 78,874 |
| ▪ Questions Answered | 167,857 | 167,744 |
| ▪ Facebook Fans | 1,387 | 1,694 |
| ▪ E-newsletter Subscribers | 756 | 1,492 |
| ▪ Twitter Followers | 361 | 512 |

1) California State Library report shows 199 public Internet computers reported for 2013-14.

2) 608,043 sessions were reported for 2013-14; these stats reflect the number of page views.

Recreation Services Division Core Functions

The Recreation Division plans, develops, operates, and maintains recreation facilities and programs including Community Centers, the Civic Auditorium, Weber Point Events Center, DeCarli Waterfront Plaza, Pixie Woods in Louis Park, and five (5) sports complexes. The Stockton Parks and Recreation Commission acts as an advisory board to the Department and the City's other governing bodies. The Recreation Division also administers activities related to the Arts Commission and the Public Art Program. The Recreation Division is organized to serve age levels from kindergarten to senior citizens and has programs and services for individuals who have special needs, are economically disadvantaged, speak little or no English, and youth, teens, and young adults who are at risk.

The Recreation Division services include sports and recreational activities for youth and adults, enrichment classes, arts programs, services to meet the social and living needs of seniors, activities for the developmentally disabled, preschool, and neighborhood development. The Recreation Division also provides coordination and planning for the development and improvement of communities by empowering the citizens to make a difference through volunteerism and partnerships.

Recreation Services Division Statistics

| <u>Program Attendance</u> | <u>2013/2014</u> | <u>2014/2015</u> |
|--------------------------------------|------------------|------------------|
| Adult Sports (Teams) | 347 | 297 |
| ▪ After School Programs | 307,750 | 309,830 |
| ▪ Community Center Drop-Ins | 205,808 | 549,609 |
| ▪ Day Camps | 3,848 | 4,085 |
| ▪ Instructional Classes | 1,877 | 3,591 |
| ▪ Pixie Woods | 12,505 | 13,950 |
| ▪ Senior Citizens | 34,874 | 36,417 |
| ▪ Youth Sports | 208,045 | 54,802 |
| <u>Rentals (No. of Bookings)</u> | | |
| ▪ Civic Auditorium | 148 | 151 |
| ▪ Community Centers | 1,435 | 1,133 |
| ▪ Sports Fields | 102 | 3,267 |
| ▪ Picnic Facilities | 457 | 339 |
| ▪ Weber Point Events Center | 35 | 19 |

Workforce Composition

Community Services consists of four divisions staffed with a total of 85 positions which have been approved within the current budgets for each division. The department currently has eight vacancies: Librarian Trainee/I/II (5), Library Assistant I/II (2), Sr. Recreation Assistant (1). The department has a total of 77 employees on the job.

A breakdown of Ethnicity for the Department as it compares to City Employees, Stockton residents, and San Joaquin County residents is as follows:

| | Community Services | | City Employees | | Stockton <i>Taken from the 2010 U.S. Census Bureau</i> | | San Joaquin County <i>Taken from the 2010 U.S. Census Bureau</i> | |
|------------------------|---------------------------|---------------|-----------------------|---------------|--|---------------|--|---------------|
| White | 47 | 61.04% | 824 | 60.28% | 66,836 | 22.91% | 246,025 | 35.90% |
| Black | 10 | 12.99% | 71 | 5.19% | 33,507 | 11.49% | 48,657 | 7.10% |
| Hispanic | 11 | 14.29% | 323 | 23.63% | 117,590 | 40.31% | 266,584 | 38.90% |
| Asian | 8 | 10.39% | 134 | 9.80% | 61,945 | 21.24% | 97,999 | 14.30% |
| Native American | 1 | 1.30% | 15 | 1.10% | 1,237 | 0.42% | 3,427 | 0.50% |
| Other | 0 | 0.00% | 0 | 0.00% | 10,592 | 3.63% | 22,614 | 3.30% |
| Total | 77 | 100% | 1,367 | 100% | 291,707 | 100% | 685,306 | 100% |

The Community Services Department continually seeks to recruit and retain employees of all genders and races. The Department as a whole strives to create a better workforce by improving recruitment efforts, providing adequate training, and by hiring qualified, educated staff.

Personnel Changes in the Department

The department had the following separations during the reporting period:

Library

Librarian II (1 White female) (Internal promotion)
Librarian II (1 White female) (Internal promotion)
Librarian II (1 Black female) (Resignation)
Librarian I (1 White female) (Resignation)
Librarian I (1 Asian male) (Resignation)
Library Assistant II (1 Asian female) (Termination)

Recreation

Senior Recreation Assistant (1 White female) (Internal promotion)

The department filled the following positions during the reporting period:

Library

Deputy Director/City Librarian (1 White female) (Internal promotion)
Supervising Librarian (1 White female) (Internal promotion)
Circulation Assistant (1 White female) (Open recruitment)
Circulation Assistant (1 Asian female) (Open recruitment)
Circulation Assistant (1 White female) (Open recruitment)
Circulation Assistant (1 Hispanic female) (Open recruitment)

Recreation

Director of Community Services (1 White male) (Open recruitment)
Recreation Program Coordinator (1 White female) (Internal promotion)
Deputy Director/Recreation (1 Black female) (Open recruitment)

Professional and Diversity Training

All Community Services employees are aware that they are often the first point of contact for City residents for their cultural, recreational, and informational needs, whether for rental of parks, inquiries about recreation programs, literacy services, instructional classes, or booking a public computer. To best represent the community, Community Services employees have participated in Human Resources' Multi-lingual certification program. There are several non-English languages spoken within Community Services including German, Spanish, Japanese, French, Italian, Tagalog, Vietnamese, and several Persian dialects.

The Community Services Department promotes training and continuing education as opportunities to enhance personal growth and organizational awareness of current workplace diversity issues. Community Services Staff take advantage of free trainings on a wide variety of topics as scheduling will allow. Staff also attended various professional conferences and trainings in both the library and recreation fields. These trainings at conferences allow the participants the opportunity to stay current with national recreation and library trends and to bring back important materials and

information for the department. In addition, there is also training on topics such as innovative business practices, how to navigate politics in local governments, and how to create programs and services that serve a diverse population. The workshops at these conferences provide opportunities to learn, discuss, and network exclusively with fellow staff on common issues, challenges, and opportunities facing the community services profession. Most important is the opportunity to learn the current best practices in the field of recreation and libraries and managing departments in our tough economic times.

Recruitment Efforts

Recruitment outreach efforts are coordinated through the Human Resources Department and place emphasis on communication opportunities that reach a multitude of elements within the community. Opportunities are posted in publications and with agencies such as The Record, Modesto Bee, Public Sector Job Bulletin ANG, Black Careers, Hispanic Hotline, Asian-Pacific Careers, Central Valley Jobs website, EDD website, and newspapers in the Bay Area. Additionally, recruitment ads are placed with the recreation and library professional publications. The intent of this extensive outreach is to enhance the department's diversity while attracting the most qualified candidates. Community Services also works with the County Office of Education, the University of the Pacific, and San Joaquin Delta College. These opportunities frequently result in contacts with people of diverse backgrounds, experiences, and cultures interested in pursuing a career with the Community Services Department.

Summary

The Community Services Department continually strives for ethnic and cultural diversity while maintaining a high level of skill and professionalism. Our department is committed to recognizing and appreciating the unique beliefs, values, skills, attributes, and characteristics of all employees in an environment that promotes and celebrates individual and collective achievement. In the upcoming year, the Department will continue with its efforts to fill staffing needs with the most qualified personnel while best reflecting the cultural diversity of the community.