

Library Department

Jill Bourne, City Librarian

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T*he San José Public Library enriches lives by fostering lifelong learning and by ensuring that every member of the community has access to a vast array of ideas and information*

City Service Area

Neighborhood Services

Core Services

Access to Information, Library Materials
and Digital Resources

Link customers to the information they need through access to books,
videos, digital, and other information resources

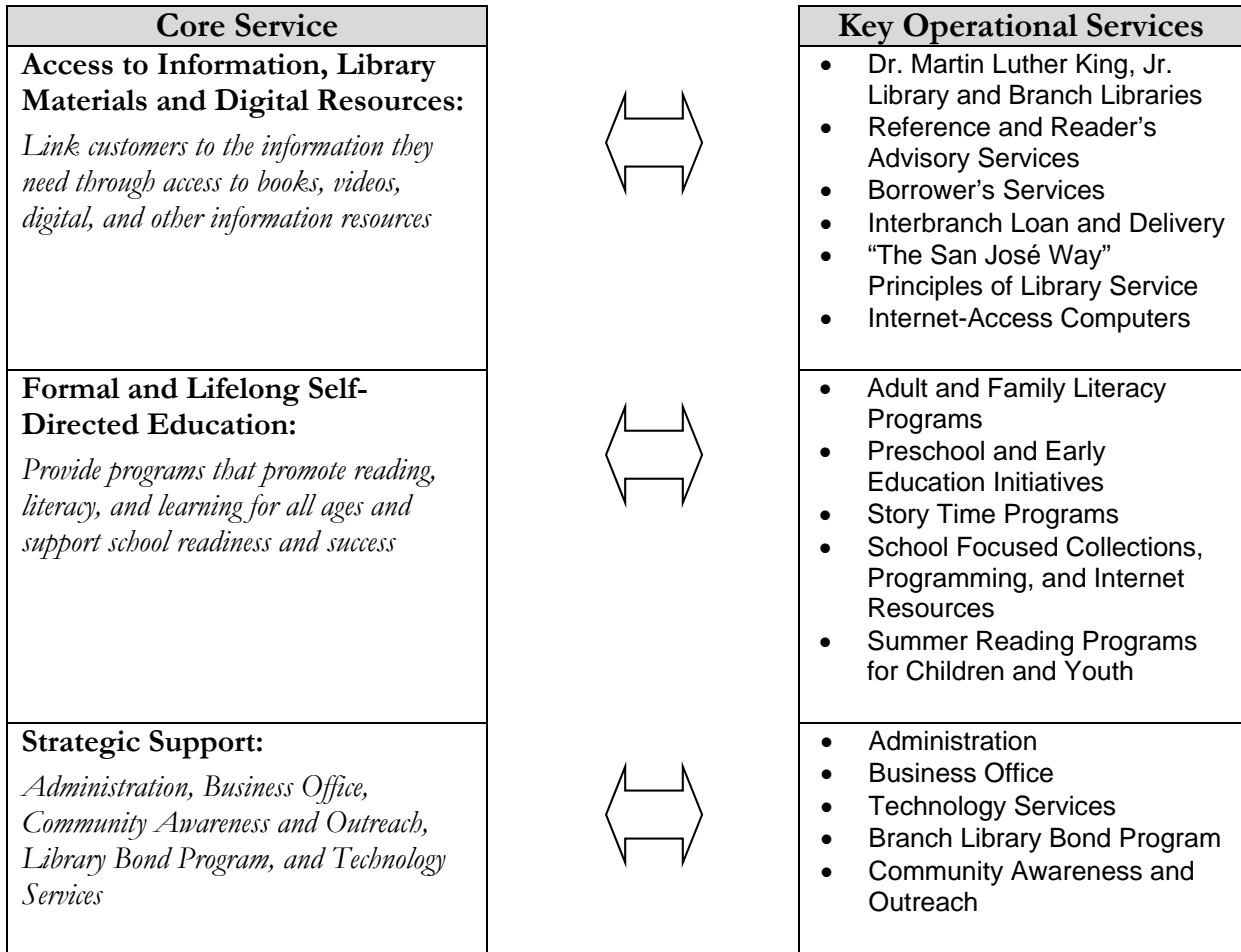
Formal and Lifelong
Self-Directed Education

Provide programs that promote reading, literacy, and learning for all ages
and support school readiness and success

Strategic Support: Administration, Business Office, Community
Awareness and Outreach, Library Bond Program, and Technology Services

Library Department

Service Delivery Framework



Library Department

Department Budget Summary

Expected 2015-2016 Service Delivery

- The Library will expand branch operating hours by 40% from an average of 33-34 hours, or four days per week, to 47 hours, or six days per week, at every branch location across San José. All branch libraries will be open Monday-Saturday, and will provide highly-valued after school hours to support safe and educationally supportive space for youth and teens. The Dr. Martin Luther King, Jr. Library hours remain unchanged, operating every day of the week for a total of 77 hours per week.
- The Library will open the doors of the Village Square Branch Library in the spring of 2016, completing the final major construction project of the Library Bond program.
- The Library will begin the design and development of a new mobile Library known as the “Maker[Space]ship”, which will allow the Library to introduce and share new creative technology tools, equipment and software, and some standard library services. This mobile technology vehicle will be able to reach families in communities for whom these resources may not already exist. Additional discussion and funding information regarding the Maker[Space]ship can be found in the 2015-2016 Adopted Capital Budget document within the Library Capital Program.
- The Library will continue story-time, children’s educational programs, literacy programs, adult programming, Summer Reading Celebration, and class visits.
- The Library will continue to engage adult and teen volunteers in a variety of roles to support and enhance Library operations. Traditional volunteer opportunities consist of adult literacy tutors, one-on-one computer mentors, trained readers to children, shelf readers, program assistants, teachers of citizenship classes, and ESL Conversation Club facilitators.
- Library staff will be focused on improvements for youth and teens through programming and facility improvements (teen centers) at the Dr. Martin Luther King, Jr. and Biblioteca Latinoamericana libraries to encourage and provide a safe space for youth, technology improvements for public access at Seven Trees, Hillview, and Tully Branches, and general facility improvements at Biblioteca Latinoamericana, Hillview, and Alum Rock Branches with funding support from Community Development Block Grant funds.
- The Library continues its effort to increase technology and efficiency by upgrading its online customer and materials database. Staff continues to assess the cost/benefit of additional automated handling machines at other locations and anticipates an additional two machines to be installed in 2015-2016.

2015-2016 Key Budget Actions

- Adds a net total of 36.83 positions ongoing to support the opening of the new Village Square Branch Library and the expansion of hours at all branch libraries from an average of 33-34 hours or four days per week to 47 hours, or six days per week. The cost of the expansion of hours will be initially funded by the Library Parcel Tax (84% of costs) and the General Fund (16% of costs). The General Fund’s share will go up incrementally by 20% until 2019-2020, at which point the cost of restoring branch library hours to six days at all branches will be 100% funded by the General Fund.

Operating Funds Managed

- Library Parcel Tax Fund

Library Department

Department Budget Summary

	2013-2014 Actual 1	2014-2015 Adopted 2	2015-2016 Forecast 3	2015-2016 Adopted 4	% Change (2 to 4)
Dollars by Core Service					
Access to Information, Library Materials, and Digital Resources	\$ 25,146,031	\$ 27,535,798	\$ 28,094,215	\$ 31,486,136	14.3%
Formal and Lifelong Self- Directed Education	1,342,207	1,672,513	1,378,023	1,419,097	(15.2%)
Strategic Support	3,652,602	4,033,984	4,302,822	4,421,777	9.6%
Total	\$ 30,140,840	\$ 33,242,295	\$ 33,775,060	\$ 37,327,010	12.3%
Dollars by Category					
Personal Services					
Salaries/Benefits	\$ 24,980,639	\$ 28,088,100	\$ 28,417,836	\$ 31,351,786	11.6%
Overtime	32,866	36,796	36,796	36,796	0.0%
Subtotal	\$ 25,013,505	\$ 28,124,896	\$ 28,454,632	\$ 31,388,582	11.6%
Non-Personal/Equipment					
Total	\$ 30,140,840	\$ 33,242,295	\$ 33,775,060	\$ 37,327,010	12.3%
Dollars by Fund					
General Fund	\$ 25,897,508	\$ 27,664,331	\$ 28,121,201	\$ 29,587,910	7.0%
Library Parcel Tax	3,983,412	5,295,884	5,352,324	7,427,677	40.3%
Capital Funds	259,920	282,080	301,535	311,423	10.4%
Total	\$ 30,140,840	\$ 33,242,295	\$ 33,775,060	\$ 37,327,010	12.3%
Authorized Positions by Core Service					
Access to Information, Library Materials, and Digital Resources	279.58	279.96	281.46	318.29	13.7%
Formal and Lifelong Self- Directed Education	11.50	13.50	11.00	11.00	(18.5%)
Strategic Support	24.00	24.00	25.00	25.00	4.2%
Total	315.08	317.46	317.46	354.29	11.6%

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Budget Reconciliation

(2014-2015 Adopted to 2015-2016 Adopted)

	Positions	All Funds (\$)	General Fund (\$)
Prior Year Budget (2014-2015):	317.46	33,242,295	27,664,331
Base Adjustments			
One-Time Prior Year Expenditures Deleted			
• Evergreen Branch Library Saturday Hours	0.00	(157,188)	(157,188)
One-time Prior Year Expenditures Subtotal:	0.00	(157,188)	(157,188)
Technical Adjustments to Costs of Ongoing Activities			
• Salary/benefit changes and the following position reallocation: - 1.0 Marketing and Public Outreach Representative II to 1.0 Public Information Representative II		422,424	355,529
• San José State/City of San José joint library agreement for Dr. Martin Luther King, Jr. library operating costs increase		100,000	100,000
• Living wage adjustment (from \$19.06 to \$19.57)		43,000	43,000
• Library fines collection contract increase		12,100	12,100
• County of Santa Clara fee increase for placement of Library Parcel Tax on property tax roll		9,000	0
• Books Aloud (community-based organization) increase		929	929
• Changes in professional development program costs		1,500	1,500
• Changes in gas and electricity costs		90,000	90,000
• Changes in vehicle maintenance and operations costs		11,000	11,000
Technical Adjustments Subtotal:	0.00	689,953	614,058
2015-2016 Forecast Base Budget:	317.46	33,775,060	28,121,201
Budget Proposals Approved			
1. Library Branch Hours Expansion to Six Days a Week	27.93	2,318,834	452,455
2. Library Department Salary Program		1,027,421	823,559
3. New Village Square Branch Library Opening	8.90	205,695	190,695
Total Budget Proposals Approved	36.83	3,551,950	1,466,709
2015-2016 Adopted Budget Total	354.29	37,327,010	29,587,910

Library Department

Budget Changes By Department

Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
1. Library Branch Hours Expansion to Six Days a Week	27.93	2,318,834	452,455

Neighborhood Services CSA

Access to Information, Library Materials and Digital Resources

This action adds 27.93 library positions (including the reallocation of Librarian I/II PT to Librarian I for a net addition of 8.0 Librarian I, 13.24 Library Aide PT, 1.0 Library Clerk, 4.9 Library Page PT, 4.0 Literacy Program Specialist, 1.0 Network Technician I/II, 1.0 Senior Public Information Representative, 1.0 Senior Supervisor, Administration, 1.0 Warehouse Worker I, and 0.17 Warehouse Worker I PT, offset by the reduction of 4.8 Librarian I PT and 2.58 Library Clerk PT) effective July 1, 2015 to restore branch library hours from four days to six days of service per week, and from 33-34 hours to 47 hours per week at all 23 branch libraries, including the Village Square Branch Library coming online March 2016. Implementation of this new model results from a 2014 internal audit titled *Library Hours and Staffing: By Improving the Efficiency of its Staffing Model, the Library Can Reduce the Cost of Extending Service Hours*, which concluded that library hours can be restored at all branches by instituting a more efficient staffing model. Under this new model, all branches will be open Monday through Saturday – Monday 1-6 pm, Tuesday through Thursday 10-7 pm, Friday 12-6 pm, and Saturday 10-6 pm – and will result in increases to materials circulation, visitor attendance, and targeted literacy services. As an example, the Family Learning Centers (at Alum Rock, Bascom, Biblioteca Latinoamericana, East Branch, Hillview, Seven Trees, and Tully Branches) will now have additional staff to improve literacy, learning, and targeted native language support.

The cost of the expansion will be initially funded by both the Library Parcel Tax (approximately 80% of costs) and the General Fund (approximately 20% of costs). The General Fund, however, would assume the total cost of this expansion over a five-year period, with an anticipated increase in the General Fund share of 20% per year. This action includes additional anticipated revenue of \$250,000 from Library fines that is described in the General Fund Revenue Estimates section of this document and continues ongoing the 2.88 positions (0.50 Librarian II PT, 1.0 Library Clerk PT, 1.21 Library Page PT, and 0.17 Library Aide PT) added on a one-time basis in 2014-2015 to support Saturday hours at the Evergreen Branch Library. (Ongoing costs: \$2,330,954)

Performance Results:

Customer Satisfaction Even with the cutback in library hours in recent years, library services continued to rate highly with customers. The expansion of service to six days a week should further increase customer satisfaction with the increased access to all branches as well as increased circulation and programming.

Library Department

Budget Changes By Department








Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
2. Library Department Salary Program		1,027,421	823,559
Neighborhood Services CSA <i>Access to Information, Library Materials and Digital Resources Formal and Lifelong Self-Directed Education Strategic Support</i>			
<p>This action increases the Library Department personal services allocation (\$823,559 in the General Fund and \$1,027,421 in all funds) to reflect salary increases that were negotiated and agreed to by the City and 10 bargaining units, including Association of Building, Mechanical, and Electrical Inspectors (ABMEI), Association of Engineers and Architects (AEA), Association of Legal Professionals of San José (ALP), Association of Maintenance Supervisory Personnel (AMSP), City Association of Management Personnel (CAMP), Confidential Employees' Organization (CEO), International Association of Fire Fighters (IAFF), International Brotherhood of Electrical Workers (IBEW), International Union of Operating Engineers, Local #3 (OE3), and Municipal Employees' Federation (MEF), effective June 21, 2015. In addition, a salary increase is included for employees in Unit 99 and for Council Appointees. These salary increases were approved by the City Council on June 23, 2015. Further details on the salary increases by each employee group can be found at: https://www.sanjoseca.gov/index.aspx?NID=505. (Ongoing costs: \$833,588)</p>			
Performance Results: N/A (Final Budget Modification)			
3. New Village Square Branch Library Opening	8.90	205,695	190,695
Neighborhood Services CSA <i>Access to Information, Library Materials and Digital Resources</i>			
<p>This action adds 8.90 positions (1.0 Librarian I, 1.0 Librarian I PT, 1.0 Library Assistant, 1.0 Library Clerk, 1.0 Library Clerk PT, 2.4 Library Page PT, and 1.5 Library Aide PT) and corresponding non-personal/equipment funding for the opening of the final branch library constructed with the \$212 million bond funding approved by voters in November 2000. The new Village Square Branch Library is scheduled to open in March 2016. This action also provides \$15,000 in one-time funding from the Library Parcel Tax to support the Friends of the Library at Village Square Branch Library. While not reflected in this budget action, one-time funding of \$100,000 is also allocated from the Library Construction and Conveyance Tax Fund for final improvements in the library and is included in the Capital Budget. Additional funding for routine building and landscape maintenance costs is included in the Public Works (\$21,000) and Parks, Recreation and Neighborhood Services (\$8,000) Departments to ensure that all funding needed to support the opening of this new facility is in place. As the number of visitors and circulation of library materials increases with the opening of this new branch, an increase to the library fines revenue estimate of \$12,000 is anticipated, as reflected in the General Fund Revenue Estimates section of this document. (Ongoing costs: \$569,760)</p>			
Performance Results: Customer Satisfaction The opening of this new branch library will increase the public's access to library materials, information, computers, and programming. Library performance measures related to customer satisfaction are expected to increase.			
2015-2016 Adopted Budget Changes Total	36.83	3,551,950	1,466,709

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Performance Summary

Access to Information, Library Materials and Digital Resources

Performance Measures

	2013-2014 Actual	2014-2015 Target	2014-2015 Estimated	2015-2016 Target
 % of customers finding materials or information	89%	85%	85%	85%
 % of customers able to access basic services through self-service*	78%	75%	75%	75%
 % of residents with a library card used within the last year	40%	35%	40%	40%
 % of searches/requests for information/materials completed within customer time requirements	91%	85%	85%	85%
 % of customers rating staff assistance as good or excellent				
- for helpfulness	92%	85%	85%	85%
- for promptness	91%	85%	85%	85%
- for courtesy	93%	85%	85%	85%
 % of residents that agree or strongly agree				
- that the variety and level of library collections and resources are good or excellent	58%	65%	57%	65%
- that library services are good or excellent	62%	60%	64%	60%
 % of residents rating facilities as good or excellent				
- in terms of hours	43%	45%	45%	45%
- in terms of condition	77%	80%	N/A**	80%
- in terms of location	87%	85%	N/A**	85%

Changes to Performance Measures from 2014-2015 Adopted Budget: No

* Data for this measure is based on actual utilization.

** Data for this measure is typically collected through the biennial City-Wide Community Survey. In the most recent survey, this question was removed in an effort to streamline the survey to improve effectiveness and participation. Reevaluation of the entire set of survey questions will be conducted during 2015-2016, in time for the next community survey in fall 2016. As a result, survey questions and corresponding performance measures may be dropped, added, or modified. These updates will be reported in the 2016-2017 Proposed Budget.

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Performance Summary

Access to Information, Library Materials and Digital Resources

Activity and Workload Highlights

	2013-2014 Actual	2014-2015 Forecast	2014-2015 Estimated	2015-2016 Forecast
# of items purchased	352,155	350,000	260,000*	320,000
# of items checked out	10,702,251	10,700,000	9,800,000	11,000,000
# of reference questions	563,781	575,000	490,000	550,000
# of visits to Library website	2,733,092	3,000,000	3,000,000	3,000,000
# of residents with library card used in the last year	179,364	195,000	200,000	200,000
Cost per capita to provide access to information, library materials, and digital resources (80% of Library budget)	\$26.96	\$31.00	\$27.52	\$30.53
# of public access computer sessions at library facilities	1,133,386	1,200,000	1,100,000	1,500,000
# of visitors to main and branch libraries	5,835,611	6,400,000	6,000,000	6,500,000

Changes to Activity & Workload Highlights from 2014-2015 Adopted Budget: No




* The 2014-2015 Estimated "# of items purchased" (260,000) is below the 2014-2015 Forecast "# of items purchased" (350,000) because the materials for the opening of the new Village Square Branch Library will now be purchased in 2015-2016.

Library Department

Performance Summary

Formal and Lifelong Self-Directed Education

Performance Measures

	2013-2014 Actual	2014-2015 Target	2014-2015 Estimated	2015-2016 Target
 % of literacy program participants in Family Learning Centers who improve their reading, writing, or speech skills	91%	85%	85%	85%
 Average cost per participant in library reading and literacy programs	\$43.66	\$48.00	\$43.00	\$43.00
 % of literacy program participants rating program as good or excellent and responsive to their needs	97%	85%	90%	90%

Changes to Performance Measures from 2014-2015 Adopted Budget: No

Activity and Workload Highlights

	2013-2014 Actual	2014-2015 Forecast	2014-2015 Estimated	2015-2016 Forecast
# of attendees at early literacy programs	90,014	90,000	100,000	110,000
# of attendees at literacy programs in Family Learning Centers:				
- Children	6,828	4,000	6,000	6,000
- Youth	2,276	2,000	4,000	4,500
- Adult	38,692	38,000	40,000	50,000
# of class visit attendees to libraries	8,802	9,500	10,000	12,000
# of participants in Summer Reading Program	22,139	25,000	23,243	25,000
Cost per capita to promote lifelong learning and educational support (20% of Library budget)	\$6.74	\$7.50	\$7.50	\$6.00
# of schools, after school programs, and community events visited by Library staff	100	100	300	300

Changes to Activity & Workload Highlights from 2014-2015 Adopted Budget: No

Library Department

Departmental Position Detail

Position	2014-2015 Adopted	2015-2016 Adopted	Change
Accounting Technician	2.00	2.00	-
Administrative Assistant	1.00	1.00	-
Administrative Officer	1.00	1.00	-
Analyst I/II	4.00	4.00	-
Assistant City Librarian	1.00	1.00	-
Assistant to the City Librarian	1.00	1.00	-
Capital Project Program Coordinator	1.00	1.00	-
City Librarian	1.00	1.00	-
Community Programs Administrator	2.00	2.00	-
Division Manager	3.00	3.00	-
Librarian I/II	42.00	51.00	9.00
Librarian I/II PT	22.60	18.80	(3.80)
Library Aide PT	19.93	34.67	14.74
Library Assistant	30.00	31.00	1.00
Library Clerk	38.00	40.00	2.00
Library Clerk PT	32.08	30.50	(1.58)
Library Page PT	62.77	70.07	7.30
Literacy Program Specialist	4.00	8.00	4.00
Marketing and Public Outreach Representative II	1.00	0.00	(1.00)
Network Engineer	5.00	5.00	-
Network Technician II PT	0.50	0.50	-
Network Technician I/II	4.00	5.00	1.00
Office Specialist II	3.00	3.00	-
Office Specialist II PT	0.50	0.50	-
Public Information Representative II	0.00	1.00	1.00
Security Officer PT	0.75	0.75	-
Senior Account Clerk	3.00	3.00	-
Senior Librarian	18.00	18.00	-
Senior Library Clerk	3.00	3.00	-
Senior Office Specialist	1.00	1.00	-
Senior Public Information Representative	0.00	1.00	1.00
Senior Supervisor, Administration	0.00	1.00	1.00
Senior Warehouse Worker	1.00	1.00	-
Staff Technician	1.00	1.00	-
Supervising Applications Analyst	1.00	1.00	-
Volunteer Coordinator	1.00	1.00	-
Warehouse Worker I	0.00	1.00	1.00
Warehouse Worker I PT	1.33	1.50	0.17
Warehouse Worker II PT	0.00	0.00	-
Warehouse Worker I/II	4.00	4.00	-
Total Positions	317.46	354.29	36.83

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