



Association of Local Government Auditors

April 16, 2015

Sharon Erickson, City Auditor
San Jose City Auditor's Office
200 East Santa Clara Street
San Jose, California 95113

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Dear Ms. Erickson:

The Association of Local Government Auditors (ALGA) Awards Program Committee is pleased to announce that the San Jose City Auditor's Office *Library Hours and Staffing: By Improving the Efficiency of Its Staffing Model, the Library Can Reduce the Cost of Extending Service Hours* won the 2014 Exemplary Knighton Award in the Large Shop Category.

ALGA was founded in 1985 to serve auditors who specialize in working with local governments. ALGA members represent approximately 300 local government audit organizations. Unlike the majority of auditors who work within a single industry, local government auditors must work in an environment that encompasses a wide variety of industries. Local government auditors are committed to helping their governments improve service delivery to citizens while doing so more efficiently and effectively with the limited resources available. In making the award, the judges commented:

This audit examined the impact of budget cuts on the San Jose Library Department and identified opportunities to increase the efficiency and effectiveness of scheduling and staffing. The report concludes that adjusting the hours of operation at branch libraries will increase citizen utilization. The auditors also determined that changes to the Department's staffing model and improved efficiency of activities could reduce the cost to extend service hours by \$1.5 million. All of these conclusions are well supported by an incredible amount of data and impressive analysis. Still, the narrative of the report is readable and the overall message is consistent throughout. The auditors' work also clearly supports their recommendations. The solutions offered are specific and comprehensive. They address operational and strategic matters such as the development of a regional service model. As such, this report has the potential to significantly impact both the Library Department and the citizens of San Jose.

To encourage increasing levels of excellence among local government auditors, ALGA created the Knighton Award in 1995 to recognize the best performance audit reports produced by local government audit shops in the previous year. Each year, local government audit organizations submit their best performance audit report to be evaluated against five criteria: (1) an audit scope that has the potential for significant impact, and is responsive to the needs and concerns of decision-makers and/or the public; (2) audit conclusions that are persuasive, logical, and firmly supported by the evidence, which was gathered using appropriate research methods and tools; (3) audit recommendations that are feasible, and will make government programs more effective and efficient; (4) audit results that are communicated in a clear, concise way; and (5) an audit scope, methodology, recommendations, or report format that is innovative. Judges from peer organizations determined that the Internal Audit Division's report was among the best of 2014.

Congratulations to the San Jose City Auditor's Office for receiving this award!

Sincerely,



Corrie Stokes, President
ALGA



Ben Thompson, Chair
ALGA Awards Program Committee