

# 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

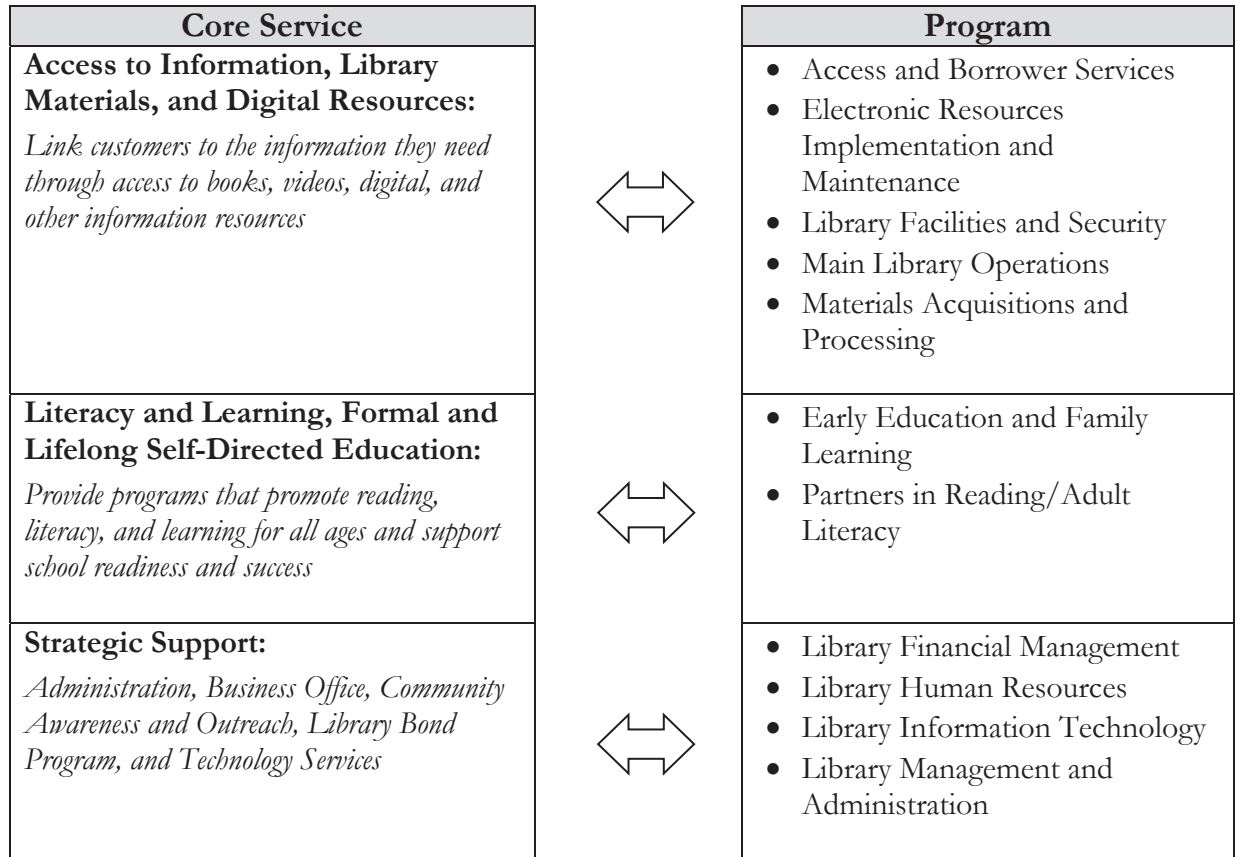
##### **Literacy and Learning, Formal and Lifelong Self-Directed Education**

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

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### Expected 2017-2018 Service Delivery

- The Library will continue operating branch libraries 47 hours per week, Monday to Saturday, providing critical after-school and evening hours for families and an all-day Saturday schedule. The Dr. Martin Luther King, Jr. (MLK) Library will retain its weekly operating schedule of 77 hours, seven days per week.
- The Library will operate its mobile learning lab, the Maker[Space]Ship (MSS), in neighborhoods throughout the city. The MSS brings hands-on applied learning and experience with innovative technologies, STEAM education, and Wi-Fi access to underserved communities through partnerships and special events.
- The Library will meet the need for improved access to informational resources in our diverse communities, while supporting our commitment to the Language Access Policy through investments in digital collections, international language resources, and production of translated original content.
- The Library will enhance availability of unique historic, primary source materials that preserve and document the cultural narrative of the San José community and broader region through archival preservation and digitization efforts of the California Room at the MLK Library.
- The Library will continue its summer meals and snacks program by partnering with the Summer Meal Coalition to enhance the annual SJPL Summer Reading Challenge programming and fill a critical need left when free and reduced school meal programs are closed during the summer.

### 2017-2018 Key Budget Actions

- Adds 2.5 positions to support educational services for children and teens at MLK Library, provide funding for six instructors for the Summer Bridge Program for Developing and Struggling Readers, and meet the outstanding need for adult literacy services in the Partners in Reading program, which has maintained a waiting list of more than 50 learners per year.
- Adds 1.0 Library Clerk position to the MLK California Room, which will allow the Library to respond to demands for library material archival support for City and community partners. This action will contribute to preserving and providing access to historic materials that document the cultural narrative and history of San José's communities.
- Adds funds to augment international language collections, expedite cataloging and processing through vendor services, and increase production of translated resources to meet community demand.
- Adds 0.5 Library Clerk PT position to maximize the efficiency of Library facilities management, coordinate with partners such as San José State University (SJSU) and the Department of Public Works, and provide oversight of system wide security efforts.
- Adds \$150,000 in one-time leverage funding for SJ Promise as described in the City-Wide Expenses section of this document.
- Adds \$100,000 in one-time funding for the San José Public Library Foundation to support the Library Department's key operations such as, Early Education, Adult Learning, and Literacy and Education programming.

### Operating Funds Managed

- Library Parcel Tax Fund

# Library Department

## Department Budget Summary

	2015-2016 <sup>1</sup> Actual 1	2016-2017 <sup>1</sup> Adopted 2	2017-2018 <sup>1</sup> Forecast 3	2017-2018 Adopted 4
<b>Dollars by Core Service</b>				
Access to Information, Library Materials, and Digital Resources	n/a	n/a	n/a	\$ 34,933,220
Literacy and Learning, Formal and Lifelong Self- Directed Education	n/a	n/a	n/a	1,649,135
Strategic Support	n/a	n/a	n/a	6,668,965
Strategic Support - Other	n/a	n/a	n/a	1,188,779
<b>Total</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 44,440,099</b>

<b>Dollars by Category</b>				
<b>Personal Services and Non-Personal/Equipment</b>				
Salaries/Benefits	\$ 29,372,114	\$ 32,674,941	\$ 34,045,294	\$ 34,416,778
Overtime	68,540	36,796	36,796	36,796
Subtotal Personal Services	<u>\$ 29,440,654</u>	<u>\$ 32,711,737</u>	<u>\$ 34,082,090</u>	<u>\$ 34,453,574</u>
Non-Personal/Equipment	6,178,850	6,022,555	6,151,185	6,681,215
<b>Total Personal Services &amp; Non-Personal/Equipment</b>	<b>\$ 35,619,504</b>	<b>\$ 38,734,292</b>	<b>\$ 40,233,275</b>	<b>\$ 41,134,789</b>

<b>Other Costs<sup>2</sup></b>				
Library Capital	n/a	n/a	n/a	\$ 2,600,000
Library Gifts	n/a	n/a	n/a	521,314
Library Other Departmental - City-Wide	n/a	n/a	n/a	166,996
Other	n/a	n/a	n/a	17,000
<b>Total Other Costs</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 3,305,310</b>
<b>Total</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 44,440,099</b>

<b>Dollars by Fund</b>				
General Fund	n/a	n/a	n/a	\$ 32,655,146
Gift Trust Fund	n/a	n/a	n/a	521,314
Library Parcel Tax	n/a	n/a	n/a	10,763,174
Capital Funds	n/a	n/a	n/a	500,465
<b>Total</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 44,440,099</b>

# Library Department

## Department Budget Summary

	2015-2016 <sup>1</sup> Actual 1	2016-2017 <sup>1</sup> Adopted 2	2017-2018 <sup>1</sup> Forecast 3	2017-2018 Adopted 4
<b>Authorized Positions by Core Service</b>				
Access to Information, Library Materials, and Digital Resources	n/a	n/a	n/a	310.15
Literacy and Learning, Formal and Lifelong Self-Directed Educaiton	n/a	n/a	n/a	14.01
Strategic Support	n/a	n/a	n/a	37.01
Strategic Support - Other	n/a	n/a	n/a	2.70
<b>Total</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>363.87</b>

<sup>1</sup> Some data for the 2015-2016 Actual, 2016-2017 Adopted, and 2017-2018 Forecast columns are not available. With the change to a program-based budgeting model in 2017-2018, historical budget data by the new programs and core services is not available for prior periods. Beginning with the 2018-2019 Proposed Budget, data by program and core service will be provided for all budget periods.

<sup>2</sup> Fund Balance, Transfers, and Reserves for funds managed by the Library Department have been excluded from this display. This information can be found in Source and Use of Funds Statements elsewhere in this document.

# Library Department

## Department Budget Summary

	2015-2016 <sup>1</sup> Actual	2016-2017 <sup>1</sup> Adopted	2017-2018 <sup>1</sup> Forecast	2017-2018 Adopted	2017-2018 Adopted FTE
<b>Dollars by Program</b>					
<b>Access to Information, Library Materials, and Digital Resources</b>					
Access and Borrower Services	n/a	n/a	n/a	\$ 25,646,976	276.10
Electronic Resources Implementation and Maintenance	n/a	n/a	n/a	1,517,816	12.50
Library Facilities and Security	n/a	n/a	n/a	141,805	1.50
Main Library Operations	n/a	n/a	n/a	2,809,142	
Materials Acquisitions and Processing	n/a	n/a	n/a	4,817,481	20.05
<b>Sub-Total</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 34,933,220</b>	<b>310.15</b>
<b>Literacy and Learning, Formal and Lifelong Self-Directed Education</b>					
Early Education and Family Learning	n/a	n/a	n/a	\$ 790,944	6.01
Partners in Reading/Adult Literacy	n/a	n/a	n/a	858,191	8.00
<b>Sub-Total</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 1,649,135</b>	<b>14.01</b>
<b>Strategic Support (Neighborhood Services CSA)</b>					
Library Financial Management	n/a	n/a	n/a	\$ 660,385	3.75
Library Human Resources	n/a	n/a	n/a	451,390	2.00
Library Information Technology	n/a	n/a	n/a	2,389,792	13.50
Library Management and Administration	n/a	n/a	n/a	3,167,398	17.76
<b>Sub-Total</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 6,668,965</b>	<b>37.01</b>
<b>Strategic Support - Other (Neighborhood Services CSA)<sup>2</sup></b>					
Library Capital	n/a	n/a	n/a	\$ 500,465	2.70
Library Gifts	n/a	n/a	n/a	521,314	
Library Other Departmental - City-Wide	n/a	n/a	n/a	150,000	
Library Other	n/a	n/a	n/a	17,000	
<b>Sub-Total</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 1,188,779</b>	<b>2.70</b>
<b>Adopted Budget Total</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 44,440,099</b>	<b>363.87</b>

<sup>1</sup> Data for the 2015-2016 Actual, 2016-2017 Adopted, and 2017-2018 Forecast columns are not available. With the change to a program-based budgeting model in 2017-2018, historical budget data by the new programs and core services is not available for prior periods. Beginning with the 2018-2019 Proposed Budget, data by program and core service will be provided for all budget periods.

<sup>2</sup> Fund Balance, Transfers, and Reserves for funds managed by the Library Department have been excluded from this display. This information can be found in Source and Use of Funds Statements elsewhere in this document.

# Library Department

## Budget Reconciliation

### Personal Services and Non-Personal/Equipment (2016-2017 Adopted to 2017-2018 Adopted)

	Positions	All Funds (\$)	General Fund (\$)
<b>Prior Year Budget (2016-2017):</b>	<b>359.87</b>	<b>38,734,292</b>	<b>30,678,634</b>
<b>Base Adjustments</b>			
<b>One-Time Prior Year Expenditures Deleted</b>			
• San José Public Library Foundation		(100,000)	0
<b>One-time Prior Year Expenditures Subtotal:</b>	<b>0.00</b>	<b>(100,000)</b>	<b>0</b>
<b>Technical Adjustments to Costs of Ongoing Activities</b>			
• Salary/benefit changes and the following position reallocations: - 3.0 Librarian II PT to 3.0 Librarian II - 2.0 Librarian II to 2.0 Literacy Program Specialist Administrator		1,260,114	1,040,464
• Library Fines and Fees Reduction Offset	0.00	135,000	135,000
• Living wage		80,745	62,736
• Vacancy factor		(30,988)	0
• Library Branch Hours Expansion to Six Days a Week (Shift 20% of personal services and non-personal/equipment costs to General Fund)	0.00	0	482,467
• San José State/City of San José joint agreement for Dr. Martin Luther King, Jr. library operating costs		57,640	57,640
• Books Aloud		1,000	1,000
• Gas and electricity		63,697	63,697
• Water		19,775	19,775
• Vehicle maintenance and operations		12,000	12,000
<b>Technical Adjustments Subtotal:</b>	<b>0.00</b>	<b>1,598,983</b>	<b>1,874,779</b>
<b>2017-2018 Forecast Base Budget:</b>	<b>359.87</b>	<b>40,233,275</b>	<b>32,553,413</b>

# Library Department

## Budget Reconciliation

### Personal Services and Non-Personal/Equipment (2016-2017 Adopted to 2017-2018 Adopted)

	Positions	All Funds (\$)	General Fund (\$)
<b>Budget Proposals Approved</b>			
1. King Library California Room Staffing	1.00	110,270	0
2. Library Technical Services Unit Materials Processing		107,544	0
3. King Library Public Reference and Resources Staffing	1.00	102,904	0
4. San José Public Library Foundation		100,000	0
5. Alternative Pension Reform Measure F Implementation		96,854	68,904
6. Partners in Reading Adult Literacy Program	1.50	91,199	0
7. Library Promotional Materials Translation Services		50,000	0
8. Early Education Summer Bridge Program for Developing and Struggling Readers		32,210	0
9. Library Branch Facilities Building and Equipment Unit Staffing	0.50	27,533	0
10. Library Fines and Fees Restructuring Offset	0.00	0	(260,293)
11. Rebudget: San José State University Cost-Share Agreement		183,000	183,000
<b>Total Budget Proposals Approved</b>	<b>4.00</b>	<b>901,514</b>	<b>(8,389)</b>
<b>2017-2018 Adopted Budget Total</b>	<b>363.87</b>	<b>41,134,789</b>	<b>32,545,024</b>



# Library Resources Department

## Department Budget Summary

	2015-2016 Actual	2016-2017 Adopted	2017-2018 Forecast	2017-2018 Proposed	2017-2018 Proposed FTE
<b>Dollars by Program</b>					
<b>Access to Information, Library Materials, and Digital Resources</b>					
Access and Borrower Services	n/a	n/a	25575175	25575175	277.1
Electronic Resources			1523710	1523710	12.5
Implementation and Maintenance	n/a	n/a			
Library Facilities and Security	n/a	n/a	115541	131698	1.5
Main Library Operations	n/a	n/a	2542716	2652986	1
Materials Acquisitions and Processing	n/a	n/a	2000996	2,108,540	19
<b>Sub-Total</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 31,758,138</b>	<b>\$ 31,992,109</b>	<b>\$ 311.15</b>
<b>Literacy and Learning, Formal and Lifelong Self-Directed Education</b>					
Early Education and Family Learning	n/a	n/a	720492	752702	6.01
Partners in Reading/Adult Literacy	n/a	n/a	604616	787,342	7.00
<b>Sub-Total</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 1,325,108</b>	<b>\$ 1,540,044</b>	<b>13.01</b>
<b>Strategic Support (Neighborhood Services CSA)</b>					
Library Financial Management	n/a	n/a	622988	622988	3.75
Library Human Resources	n/a	n/a	448140	448,140	2.00
Library Information Technology	n/a	n/a	2386044	2386044	13.5
Library Management and Administration	n/a	n/a	3090789	3,140,789	17.76
<b>Sub-Total</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 6,547,961</b>	<b>\$ 6,597,961</b>	<b>37.01</b>
<b>Strategic Support - Other (Neighborhood Services CSA)</b>					
Library Capital	n/a	n/a	500466	500,466	2.70
Library Gifts	n/a	n/a			
Library Other Departmental - City-Wide	n/a	n/a			
Library Other Departmental - Grants	n/a	n/a			
Library Other Operational - Administration	n/a	n/a			
Library Overhead	n/a	n/a			
Library Transfers	n/a	n/a			
Library Workers' Compensation	n/a	n/a			
<b>Sub-Total</b>	<b>n/a</b>	<b>n/a</b>	<b>\$ 500,466</b>	<b>\$ 500,466</b>	<b>2.70</b>

# Library Resources Department

## Department Budget Summary

	2015-2016 Actual	2016-2017 Adopted	2017-2018 Forecast	2017-2018 Proposed	2017-2018 Proposed FTE
<b>Dollars by Program</b>					
<b>Strategic Support - Fund Balance &amp; Reserves (Neighborhood Services CSA)</b>					
Library Funds Earmarked					
Reserves	n/a	n/a			
Library Funds Ending Fund Balance	n/a	n/a			
<b>Sub-Total</b>	<u>n/a</u>	<u>n/a</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.00</u>
<b>Total</b>	<u><u>n/a</u></u>	<u><u>n/a</u></u>	<u><u>\$ 40,131,673</u></u>	<u><u>\$ 40,630,580</u></u>	<u><u>363.87</u></u>

\* Departmental Fund Balance, Transfers, and Reserves have been excluded from this display. This information can be found in the Source and Use of funds Statements elsewhere in this document.

# Library Department

## Budget Changes By Department Personal Services and Non-Personal/Equipment

2017-2018 Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
<b>1. King Library California Room Staffing</b>  <i>Neighborhood Services CSA</i> <b>Access to Information, Library Materials, and Digital Resources Core Service</b> <i>Main Library Operations Program</i>  <p>This action adds 1.0 Library Clerk, effective September 2017, and non-personal/equipment funding of \$57,276 from the Library Parcel Tax Fund to support the California Room at the Dr. Martin Luther King, Jr. (MLK) Library. The California Room currently has one full-time Librarian and one half-time Library Clerk responsible for digital collections, including generating digital materials along with their metadata as well as managing “born-digital” objects. The addition of a Library Clerk will allow more time for digitization as well as generating metadata, which allows collections to be aggregated and shared by other State and federal agencies, without detracting from public access and reference services. Because King Library is also reaching storage capacity for archival collections, the non-personal/equipment funding will improve the structure and layout of vault collections to better use the space available. (Ongoing costs: \$120,869)</p>	1.00	110,270	0
<b>2. Library Technical Services Unit Materials Processing</b>  <i>Neighborhood Services CSA</i> <b>Access to Information, Library Materials, and Digital Resources Core Service</b> <i>Materials Acquisitions and Processing Program</i>  <p>This action adds non-personal/equipment funding of \$107,544 from the Library Parcel Tax Fund for the Technical Services Unit to use additional vendor services for the processing of materials as well as purchase of supplies to replace broken items (e.g., CD and DVD cases) and to repackage materials that arrive unprocessed by vendors. (Ongoing costs: \$107,544)</p>		107,544	0
<b>3. King Library Public Reference and Resources Staffing</b>  <i>Neighborhood Services CSA</i> <b>Access to Information, Library Materials, and Digital Resources Core Service</b> <i>Main Library Operations Program</i>  <p>This action adds 1.0 Senior Librarian, effective September 2017, to the King Library funded by the Library Parcel Tax Fund. During 2016-2017, several services were added to the King Library. TeenHQ, the teen center, opened in fall 2016 and includes a maker space as well as a public service area. SJPL Works, the small business and workforce development center, has been offering programming and launched an expanded service area and small group work space in March 2017. Both programs are currently part of the King Public Reference and Resources Unit (KPRR) and their implementation has resulted in additional programming for the KPRR Manager to oversee. The Senior Librarian will provide management support for these efforts. (Ongoing costs: \$123,485)</p>	1.00	102,904	0

# Library Department

## Budget Changes By Department

2017-2018 Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
4. San José Public Library Foundation		100,000	0

**Neighborhood Services CSA**  
**Literacy and Learning, Formal and Lifelong Self-Directed Education Core Service**  
*Partners in Reading/Adult Literacy Program*

This action adds one-time non-personal/equipment funding of \$100,000 from the Library Parcel Tax Fund for the San José Public Library Foundation. The funds will support fundraising activities by the San José Public Library Foundation in support of the Library Department's key operations such as, Early Education, Adult Learning, and Literacy and Education programming. In accordance with the terms of the grant agreement, the San José Public Library Foundation shall, at a minimum, raise \$250,000 in donations and pledges. (Ongoing costs: \$0)

5. Alternative Pension Reform Measure F Implementation		96,854	68,904
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**Neighborhood Services CSA**  
**Literacy and Learning, Formal and Lifelong Self-Directed Education Core Service**  
*Partners in Reading/Adult Literacy Program*

This action increases the Personal Services appropriation in various funds to account for additional retirement costs associated with the implementation of the Alternative Pension Reform Framework Settlement Agreement and the corresponding ballot measure, also known as Measure F, which was approved by the voters in November 2016. In 2015, the City entered into Alternative Pension Reform Framework Agreements with the eleven (11) bargaining units that represent City employees. The changes impact Tier 2 employees in the Federated City Employees' Retirement System and the Police and Fire Department Retirement Plan. As part of these Agreements, the City and the bargaining units agreed to enhance the Tier 2 pension benefits so that Tier 2 would be comparable to the CalPERS benefits at surrounding agencies. These revised pension benefits will assist with the recruitment and retention of City employees by making the City more competitive with other public agencies. The revised pension benefit structures have resulted in increased pension contribution rate costs for the City and employees. In addition, the revised pension contribution rates contain the unfunded liability associated with enhancing the Tier 2 benefit retroactively as each current employee's Tier 2 pension will be changed to the new formula retroactive to their date of hire. This cost is split on a 50/50 basis between the City and the Tier 2 employees. The Boards for the Federated City Employees Retirement System and the Police and Fire Department Retirement Plan approved the revised pension contribution rates factoring in Measure F on May 18, 2017 and June 1, 2017. (Ongoing costs: \$96,854)

# Library Department

## Budget Changes By Department

2017-2018 Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
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6. Partners in Reading Adult Literacy Program	1.50	91,199	0
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**Neighborhood Services CSA**  
**Literacy and Learning, Formal and Lifelong Self-Directed Education Core Service**  
*Partners in Reading/Adult Literacy Program*

This action adds 1.0 Principal Office Specialist and 0.5 Library Clerk PT, effective September 2017, funded by the Library Parcel Tax Fund, for the Partners in Reading Adult Literacy Program (PAR). Funding from California Library Literacy Services (CLLS) for Partners in Reading adult and family literacy programming depends in large part on the ability to meet the State's grant reporting requirements. Continuous accurate and timely reporting for grants and library partnerships heavily depends on having a staffed position for these responsibilities and an accurate database. These positions will assist customers and volunteer coordination, fulfill the requirements of data and information reporting for annual funding from CLLS, which totals approximately \$70,000 to \$80,000, track participant data for the Career Online High School program, track referrals to SJPL Works, and maintain program software. (Ongoing costs: \$95,787)

7. Library Promotional Materials Translation Services		50,000	0
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**Neighborhood Services CSA**  
**Strategic Support Core Service**  
*Library Management and Administration Program*

This action adds non-personal/equipment funding of \$50,000, funded by the Library Parcel Tax Fund, to augment international language collections, expedite cataloging and processing through vendor services, and increase production of translated resources to meet community demand. Additional funding for interpreter services will ensure brochures, flyers, event descriptions, announcements, etc. are available in other languages, such as Spanish and Vietnamese, to provide limited English proficient persons with meaningful access to information, programs, and activities at the Library. (Ongoing costs: \$50,000)

8. Early Education Summer Bridge Program for Developing and Struggling Readers		32,210	0
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**Neighborhood Services CSA**  
**Literacy and Learning, Formal and Lifelong Self-Directed Education Core Service**  
*Early Education and Family Learning Program*

This action continues, on an ongoing basis, non-personal/equipment funding of \$32,210 from the Library Parcel Tax Fund for six temporary positions (instructors) in the Summer Bridge Program for Developing and Struggling Readers. The Summer Bridge Program for Developing and Struggling Readers fulfills the Library's strategic priorities of connecting the community to high-quality opportunities and tools for learning and aligning with the Campaign for Grade-Level Reading initiative. The Campaign for Grade-Level Reading initiative is a collaborative effort by foundations, non-profit partners, business leaders, government agencies, states, and communities across the nation to ensure that more children in low-income families succeed in school. This program will be provided at four library branches with Family Learning Centers – Hillview, Bascom, Alum Rock and Biblioteca from June to August. (Ongoing costs: \$32,210)

# Library Department

## Budget Changes By Department

2017-2018 Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
<b>9. Library Branch Facilities Building and Equipment Unit Staffing</b>  <i>Neighborhood Services CSA                      Literacy and Learning, Formal and Lifelong Self-Directed Education Core Service                      Early Education and Family Learning Program</i>  This action adds 0.5 Library Clerk PT, effective September 2017, funded from the Library Parcel Tax Fund to support the Library Branch Facilities Building and Equipment Unit. The Facilities Building and Equipment (B&E) Unit currently supports 23 branch library sites totaling approximately 431,000 square feet. B&E is also responsible for managing special capital projects at all branches. Work orders and special projects require daily or weekly site visits, daily verbal and written communication, and coordination of site meetings with required library staff, Public Works staff, and/or contract use staff. The current staffing consists of a full-time Library Assistant with limited back-up support by the Facilities Manager. Given the workload demands, the existing staff is not able to complete requests in a timely manner. The additional position will improve coordination and reduce service delays. (Ongoing costs: \$19,388)	0.50	27,533	0
<b>10. Library Fines and Fees Restructuring Offset</b>  <i>Neighborhood Services CSA                      Access to Information, Library Materials, and Digital Resources Core Service                      Materials Acquisition and Processing Program</i>  This action shifts \$260,293 in funding for 1.5 Library Page PT positions from the General Fund to the Library Parcel Tax Fund to offset the General Fund impact of an ongoing reduction in library fines and fees revenue. With the significant restructuring of library fines and fees in 2016-2017 (e.g., reduced the Overdue Materials Fine from \$0.50 per day/\$20 max. per item to \$0.25 per day/\$5 max. per item, eliminated the Held Materials Fine of \$3, and reduced the handling fee from \$20 to \$10 for Damaged Materials and Lost Materials and Equipment), fines and fees revenue has dropped significantly and is projected to fall below the budgeted estimate of \$135,000, with a total annual impact of \$260,293 bringing fines and fees revenues to \$675,000. No service level impacts will result from this funding shift. (Ongoing savings: \$0)	0.00	0	(260,293)
<b>11. Rebudget: San José State University Cost-Share Agreement</b>  <i>Neighborhood Services CSA                      Strategic Support Core Service                      Library Management and Administration Program</i>  This action rebudgets \$183,000 of non-personal/equipment funding for increased costs associated with the cost-share agreement between San José State University and City of San José for the Dr. Martin Luther King, Jr. Library. Operational costs such as facilities operations, maintenance, utilities, security services, and information technology baseline services are costs shared between San José State University and the City of San José. Expenditures to operate and maintain the library are estimated to be higher than budgeted in 2017-2018 and this action will fund the City's share of the increased costs. (Ongoing costs: \$0)		183,000	183,000
<b>2017-2018 Adopted Budget Changes Total</b>	4.00	901,514	(8,389)

# Library Department

## Performance Summary

### Access to Information, Library Materials, and Digital Resources



#### Performance Measures

Performance Measure	2015-2016 Actual	2016-2017 Target	2016-2017 Estimated	2017-2018 Target
% of customers finding materials or information	86%	85%	86%	87%
% of customers able to access basic services through self-service	90%	90%	89%	90%
% of residents with a library card used within the last year	15%	30%	20%	20%
% of searches/requests for information/materials completed within customer time requirements	87%	85%	88%	88%
% of customers rating staff assistance as good or excellent	92%	90%	93%	93%
% of customers/residents that agree or strongly agree that the variety and availability of library collections and resources are good or excellent				
- Point of Service <sup>1</sup> (customers)	79%	75%	80%	80%
- City-Wide (residents)	N/A	65%	57%	65%
% of customers/residents that agree or strongly agree that library services are good or excellent				
- Point of Service <sup>1</sup> (customers)	93%	90%	92%	93%
- City-Wide (residents)	N/A	70%	70%	70%
% of customers/residents rating facilities as good or excellent				
- in terms of hours				
- Point of Service <sup>1</sup> (customers)	75%	80%	75%	80%
- City-Wide (residents)	N/A	51%	51%	51%
- in terms of condition				
- Point of Service <sup>1</sup> (customers)	88%	80%	87%	88%
- City-Wide (residents)	N/A	80%	N/A <sup>2</sup>	N/A <sup>2</sup>
- in terms of location				
- Point of Service <sup>1</sup> (customers)	93%	85%	91%	92%
- City-Wide (residents)	N/A	85%	N/A <sup>2</sup>	N/A <sup>2</sup>

<sup>1</sup> Point of Service means customer surveys conducted directly at the Library branches.





<sup>2</sup> Data for this measure is not available since the question to collect the data was removed from the biennial City-Wide Community Survey. Survey questions were removed in an effort to streamline the survey to improve effectiveness and participation. A reevaluation of the entire set of survey questions will be conducted, and any corresponding performance measure changes will be reported in a future budget document.

# Library Department

## Performance Summary

### Access to Information, Library Materials, and Digital Resources

#### Performance Measures

	2015-2016 Actual	2016-2017 Target	2016-2017 Estimated	2017-2018 Target
 % of customers stating their inquiries were answered correctly	94%	90%	93%	94%
 % of customers stating that the information provided was valuable	93%	90%	92%	93%
 % of customers rating the availability and accessibility of a variety of electronic materials (e.g. downloadable/online eBooks and music) as good or excellent	85%	25%	81%	83%
 % of customers rating technology (e.g. computers, internet access, and WIFI) in facility as good or excellent	88%	80%	86%	88%

#### Activity and Workload Highlights

	2015-2016 Actual	2016-2017 Forecast	2016-2017 Estimated	2017-2018 Forecast
# of items purchased	292,251	250,000	300,000	300,000
# of items checked out	9,730,584	10,000,000	9,230,000	9,230,000
# of reference questions	550,000	450,000	500,000	500,000
# of visits to Library website	2,598,412	2,600,000	2,750,777	2,900,000
# of residents with library card used in the last year	152,946	200,000	150,865	175,000
Cost per capita to provide access to information, library materials, and digital resources (80% of Library budget)	\$26.66	\$31.00	\$27.00	\$31.00
# of public access computer sessions at library facilities	1,239,519	1,400,000	1,240,000	1,250,000
# of visitors to main and branch libraries	6,855,000	7,000,000	6,786,977	7,000,000
# of volunteer hours	84,829	83,000	86,000	87,000
# of volunteers	2,976	2,800	3,000	3,100








# Library Department

## Performance Summary

### Formal and Lifelong Self-Directed Education

#### Performance Measures

	2015-2016 Actual	2016-2017 Target	2016-2017 Estimated	2017-2018 Target
 % of literacy program participants in Family Learning Centers who improve their reading, writing, or speech skills	97%	85%	85%	85%
 Average cost per participant in library literacy and learning programs	\$21.70	\$22.00	\$22.00	\$22.00
 % of Partners in Reading (PAR) program participants that succeed in achieving self-defined learning goals	NEW	80%	90%	90%
 % of library program/class participants whose knowledge or skills have increased or improved	NEW	80%	80%	80%
 % of participants reported reading an average of 20 minutes per day during the Summer Reading Program	94%	90%	94%	94%

#### Activity and Workload Highlights

	2015-2016 Actual	2016-2017 Forecast	2016-2017 Estimated	2017-2018 Forecast
# of attendees at early literacy programs	136,368	90,000	110,000	100,000
# of attendees at literacy programs in Family Learning Centers:				
- Pre-School	2,461	1,000	2,500	2,500
- School Age	2,864	800	2,500	2,500
- Young Adult	433	100	400	400
- Adult	10,565	7,000	10,000	10,000
# of K-12 students attending Library class visit	12,691	12,000	12,000	12,000
# of participants in Summer Reading Program	25,876	20,000	25,000	25,000
Cost per capita to promote lifelong learning and educational support (20% of Library budget)	\$6.05	\$5.00	\$6.00	\$8.00
# of schools, after school programs, and community events visited by Library staff	260	350	300	350

# Library Department

## Departmental Position Detail

Position	2016-2017 Adopted	2017-2018 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	3.00	4.00	1.00
Division Manager	3.00	3.00	-
Librarian I/II	55.00	56.00	1.00
Librarian I/II PT	17.80	14.80	(3.00)
Library Aide PT	34.67	34.67	-
Library Assistant	31.00	31.00	-
Library Clerk	42.00	43.00	1.00
Library Clerk PT	30.50	31.50	1.00
Library Page PT	70.40	70.40	-
Literacy Program Specialist	8.00	10.00	2.00
Network Engineer	5.00	5.00	-
Network Technician I/II/III	6.00	6.00	-
Network Technician I/II/III PT	0.50	0.50	-
Office Specialist II	2.00	2.00	-
Office Specialist II PT	0.50	0.50	-
Principal Office Specialist	0.00	1.00	1.00
Public Information Representative II	1.00	1.00	-
Security Officer PT	0.00	0.00	-
Senior Account Clerk	3.00	3.00	-
Senior Librarian	18.00	18.00	-
Senior Library Clerk	2.00	2.00	-
Senior Office Specialist	1.00	1.00	-
Senior Public Information Representative	1.00	1.00	-
Senior Security Officer	1.00	1.00	-
Senior Supervisor, Administration	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 PT	1.50	1.50	-
Warehouse Worker I/II	5.00	5.00	-
<b>Total Positions</b>	<b>359.87</b>	<b>363.87</b>	<b>4.00</b>