

Library Department

Jill Bourne, City Librarian

M
I
S
S
I
O
N

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

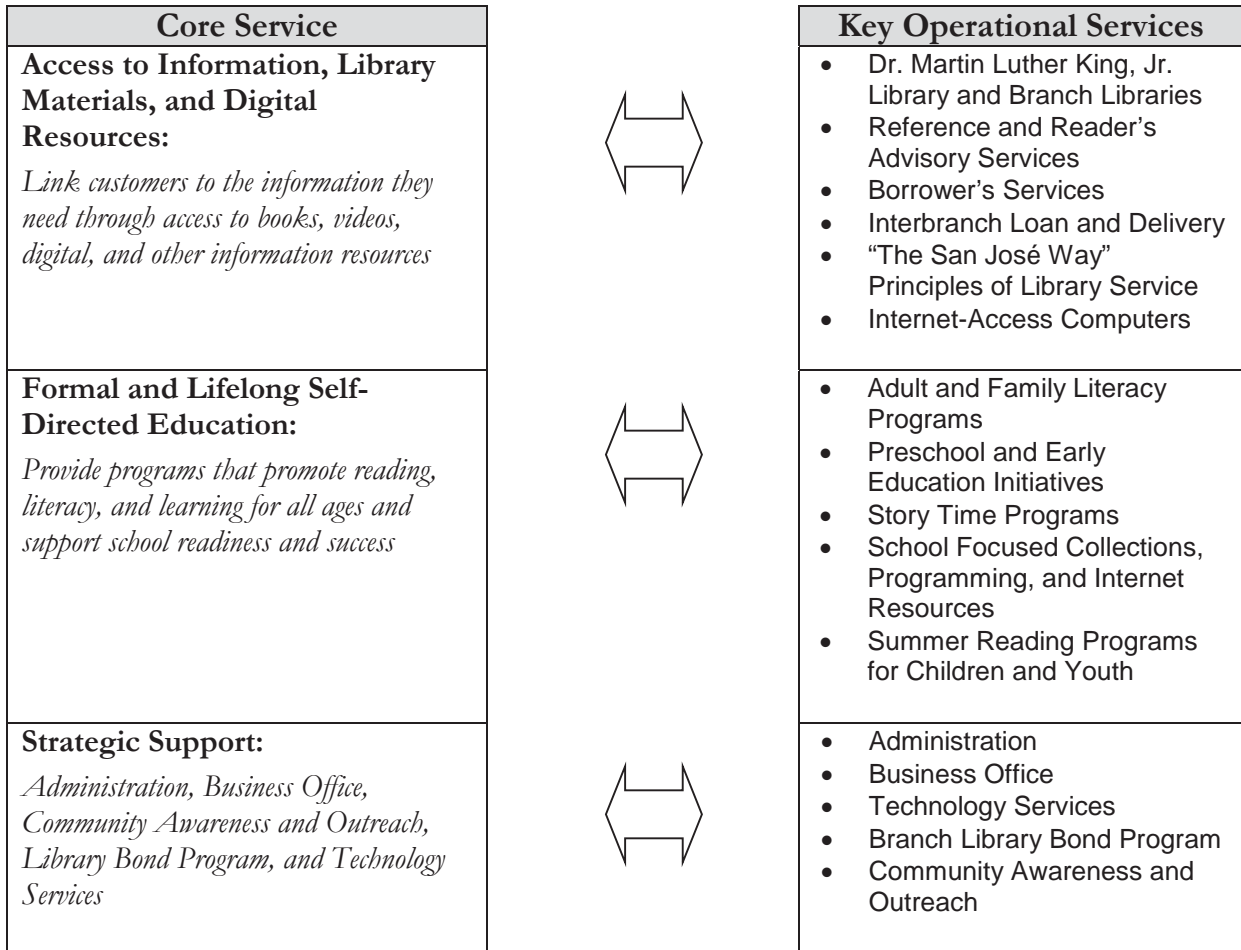
Formal and Lifelong
Self-Directed Education

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 2016-2017 Service Delivery

- Operate branch libraries 47 hours per week, Monday to Saturday, providing critical after-school and evening hours for families and an all-day Saturday schedule; operate the Dr. Martin Luther King, Jr. (MLK) Library every day for a total of 77 hours per week. 2016-2017 will also be the first full year of the new Village Square Branch Library.
- Provide increased educational focused services for all ages with the opening of the MLK Library Teen Center and Makerspace, the MLK Library San José Public Library Works Center, and Science Technology Engineering Arts and Technology (STEAM) programs city-wide.
- Deploy the new mobile Library known as the “Maker[Space]ship”, which will allow the Library to introduce new creative technology tools, equipment, and software to families in high-need communities.
- Continue efforts to increase technology and efficiency by implementing automated materials handling and other materials management applications, such as Radio Frequency Identification systems. Staff continues to assess the cost and benefit of these technologies and anticipates one machine to be installed in 2016-2017.
- 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 English as a Second Language Conversation Club facilitators.

2016-2017 Key Budget Actions

- Adds 5.33 positions to support the new San José Public Library Works Center, increased and enhanced Early Education programming, continued Library educational partnerships, and new programming at the MLK Library Teen Center.
- Adds one-time non-personal/equipment funding of \$100,000 for fundraising activities by the San José Public Library Foundation in support of the Library’s key operations.
- Adds a net 0.25 position to address security challenges across the Library’s 23 branches and at MLK Library.
- Reduces non-personal/equipment funding by \$65,000 and personal services funding by \$70,000 on a one-time basis to offset a projected loss of Library fines and fees revenue of \$135,000. Library fines and fees are recommended to be adjusted as follows: reduce the Overdue Materials Fine from \$0.50 per day/\$20 maximum per item to \$0.25 per day/\$5 maximum per item; eliminate the Held Materials Fine of \$3; and reduce the handling fee from \$20 to \$10 for Damaged Materials and Lost Materials and Equipment.

Operating Funds Managed

- Library Parcel Tax Fund

Library Department

Department Budget Summary

	2014-2015 Actual 1	2015-2016 Adopted 2	2016-2017 Forecast 3	2016-2017 Proposed 4	% Change (2 to 4)
Dollars by Core Service					
Access to Information, Library Materials, and Digital Resources	\$ 26,460,491	\$ 31,486,136	\$ 31,956,849	\$ 31,936,426	1.4%
Formal and Lifelong Self- Directed Education	1,515,361	1,419,097	1,854,616	2,194,038	54.6%
Strategic Support	3,898,094	4,421,777	4,497,961	4,603,828	4.1%
Total	\$ 31,873,946	\$ 37,327,010	\$ 38,309,426	\$ 38,734,292	3.8%
Dollars by Category					
Personal Services					
Salaries/Benefits	\$ 26,915,754	\$ 31,351,786	\$ 32,296,075	\$ 32,674,941	4.2%
Overtime	17,724	36,796	36,796	36,796	0.0%
Subtotal	\$ 26,933,478	\$ 31,388,582	\$ 32,332,871	\$ 32,711,737	4.2%
Non-Personal/Equipment					
	4,940,468	5,938,428	5,976,555	6,022,555	1.4%
Total	\$ 31,873,946	\$ 37,327,010	\$ 38,309,426	\$ 38,734,292	3.8%
Dollars by Fund					
General Fund	\$ 27,544,502	\$ 29,587,910	\$ 30,802,634	\$ 30,678,634	3.7%
Library Parcel Tax	4,047,364	7,427,677	7,033,924	7,582,790	2.1%
Capital Funds	282,080	311,423	472,868	472,868	51.8%
Total	\$ 31,873,946	\$ 37,327,010	\$ 38,309,426	\$ 38,734,292	3.8%
Authorized Positions by Core Service					
Access to Information, Library Materials, and Digital Resources	279.96	318.29	313.29	314.29	(1.3%)
Formal and Lifelong Self- Directed Education	13.50	11.00	15.15	19.48	77.1%
Strategic Support	24.00	25.00	25.85	26.10	4.4%
Total	317.46	354.29	354.29	359.87	1.6%

Library Department

Budget Reconciliation

(2015-2016 Adopted to 2016-2017 Proposed)

	Positions	All Funds (\$)	General Fund (\$)
Prior Year Budget (2015-2016):	354.29	37,327,010	29,587,910
Base Adjustments			
One-Time Prior Year Expenditures Deleted			
● New Village Square Branch Library Opening		(15,000)	0
One-time Prior Year Expenditures Subtotal:	0.00	(15,000)	0
Technical Adjustments to Costs of Ongoing Activities			
● Salary/benefit changes and the following position reallocations:		499,725	312,818
- 1.0 Librarian I/II PT to 1.0 Librarian I/II			
- 5.0 Network Technician I/II to 5.0 Network Technician I/II/III			
- 0.5 Network Technician II PT to 0.5 Network Technician III PT			
- 1.0 Office Specialist II to 1.0 Library Clerk			
- 1.0 Senior Library Clerk to 1.0 Network Technician I/II/III			
● Living wage		235,000	170,000
● Part-time Unbenefited Sick Leave Payments		60,000	60,000
● New Village Square Branch Library Opening annualization (personal services and non-personal/equipment)	0.00	379,065	379,065
● Library Branch Hours Expansion to Six Days a Week (Shift 20% of personal services and non-personal/equipment)	0.00	0	449,491
● San José State/City of San José joint agreement for Dr. Martin Luther King, Jr. library operating costs		58,000	58,000
● Reallocation of non-personal/equipment funding from the Public Works Department for utilities at the Village Square Branch Library		50,880	50,880
● Custodial contractual services		50,000	41,000
● Books Aloud (community-based organization) costs to General Fund)		900	900
● Vacancy factor		(165,001)	(136,277)
● Gas and electricity		(159,653)	(159,653)
● Vehicle maintenance and operations		(11,000)	(11,000)
● Professional development program		(500)	(500)
Technical Adjustments Subtotal:	0.00	997,416	1,214,724
2016-2017 Forecast Base Budget:	354.29	38,309,426	30,802,634

Library Department

Budget Reconciliation

(2015-2016 Adopted to 2016-2017 Proposed)

	Positions	All Funds (\$)	General Fund (\$)
<hr/> Budget Proposals Recommended <hr/>			
1. San José Public Library Works Center Staffing	2.00	147,256	0
2. Early Education Program Staffing	1.33	103,730	0
3. Library Educational Partnerships Staffing	1.00	103,577	0
4. San José Public Library Foundation		100,000	0
5. Dr. Martin Luther King, Jr. Library Teen Center Staffing	1.00	88,436	0
6. New Library Maintenance and Operations		11,000	11,000
7. Security Services	0.25	5,867	0
8. Library Fines and Fees Reduction Offset	0.00	(135,000)	(135,000)
Total Budget Proposals Recommended	5.58	424,866	(124,000)
<hr/>			
2016-2017 Proposed Budget Total	359.87	38,734,292	30,678,634

Library Department

Budget Changes By Department

Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
1. San José Public Library Works Center Staffing <i>Neighborhood Services CSA</i> <i>Formal and Lifelong Self-Directed Education</i> This action adds 1.0 Librarian II and 1.0 Library Clerk positions to provide a variety of resources for employment seekers, small business owners, and entrepreneurs at the San José Public Library (SJPL) Works Center, which consists of three meeting rooms and one large classroom (projected to open July 2016), at the Dr. Martin Luther King, Jr. Library. In coordination with numerous partners, SJPL Works provides customers access to a variety of career and business resources, and serves as a training center for workshops and classes. For example, the Silicon Valley Talent Partnership provides workshops and training; Work2Future provides pop-in interviews; and the United States Patent Trademark Office provides training to City staff so that the Library can become a Patent and Trademark Resource Center. The Librarian II position will develop resources and programming as well as curate the Center's collection. The Library Clerk position will coordinate and schedule the Center's spaces, speakers, and partners, as well as provide general customer assistance and collection maintenance. (Ongoing costs: \$162,563)	2.00	147,256	0
2. Early Education Program Staffing <i>Neighborhood Services CSA</i> <i>Formal and Lifelong Self-Directed Education</i> This action adds 1.0 Librarian II and 0.33 Library Page PT positions to support increased programming and outreach for the Early Education Program, which addresses literacy and education needs of the City's youngest residents and their caregivers. The Librarian II position will be able to implement a new Every Child Ready to Read program by providing direct training to staff and partner agencies, increase Family Literacy Night programs, and grow volunteer opportunities. (Ongoing costs: \$114,019)	1.33	103,730	0
3. Library Educational Partnerships Staffing <i>Neighborhood Services CSA</i> <i>Access to Information, Library Materials, and Digital Resources</i> This action adds 1.0 Community Programs Administrator to make permanent a temporary position that has been addressing student achievement gap issues for public school students and collaborating with local schools and the East Side Alliance to improve educational outcomes since 2014-2015. This ongoing position will continue to assess the potential for wireless access in neighborhoods; develop and maintain partnerships for educational opportunities such as coding programs and entrepreneurship; create more summer learning opportunities; and establish increased technology access to students in targeted neighborhoods. (Ongoing costs: \$113,126)	1.00	103,577	0

Library Department

Budget Changes By Department

Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
<p>4. San José Public Library Foundation</p> <p><i>Neighborhood Services CSA</i> <i>Strategic Support</i></p> <p>This action adds one-time funding of \$100,000 for fundraising activities by the San José Public Library Foundation in support of the Library's key operations, such as Early Education, Adult Learning, and Literacy and Educational 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)</p>		100,000	0
<p>5. Dr. Martin Luther King, Jr. Library Teen Center Staffing</p> <p><i>Neighborhood Services CSA</i> <i>Formal and Lifelong Self-Directed Education</i></p> <p>This action adds 1.0 Librarian II position to provide additional capacity for positive programs and activities at the Dr. Martin Luther King, Jr. Library Teen Center. With the planned move of the Teen Center to the Mezzanine above the Children's Room, the square footage of the Center will increase from 958 to 4,577 square feet. With this greater square footage, space is allocated for MakerSpace-type equipment, such as a 3-D printer, and a recording studio for video, audio, and digital creation. The Librarian II position will provide ongoing training and supervised operation of this equipment and will complement the existing Teen and Children's Room staffing and allow greater targeted life skills programming (such as apartment hunting and financial literacy). (Ongoing costs: \$97,679)</p>	1.00	88,436	0
<p>6. New Library Maintenance and Operations</p> <p><i>Neighborhood Services CSA</i> <i>Access to Information, Library Materials, and Digital Resources</i></p> <p>This action adds \$11,000 in non-personal/equipment funding to support the costs of maintaining and operating the Mobile Maker[Space]ship vehicle. This vehicle was approved as part of the 2015-2016 Adopted Capital Budget and is outfitted with a variety of technology that includes 3-D printers, laptops and tablets, a laser cutter, and several robotic kits, and will serve as a mobile space for patrons to participate in a range of services that include learning digital content creation and advanced computer coding skills. This funding was included in the 2017-2021 General Fund Forecast and the liquidation of an Earmarked Reserve set aside in the forecast for this purpose is described in the General Fund Capital, Transfers, Reserves section of this document. (Ongoing costs: \$11,000)</p>		11,000	11,000

Library Department

Budget Changes By Department









Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
7. Security Services	0.25	5,867	0
<i>Neighborhood Services CSA</i> <i>Access to Information, Library Materials, and Digital Resources</i>			
<p>This action deletes 0.75 Security Officer PT position and adds 1.0 Senior Security Officer position to address security challenges across the Library's 23 branches and at the Dr. Martin Luther King, Jr. Library. The Senior Security Officer will continue to provide regular monitoring at a number of branch libraries on a weekly basis; will train Library staff and support them through management of challenging customer issues; provide oversight of contracted security officers at Biblioteca Latinoamericana and Educational Park branches; and coordinate with San Jose State University's Police Department. (Ongoing costs: \$6,699)</p>			
8. Library Fines and Fees Reduction Offset	0.00	(135,000)	(135,000)
<i>Neighborhood Services CSA</i> <i>Access to Information, Library Materials, and Digital Resources</i>			
<p>As discussed in the General Revenue Estimates section of this document, this action offsets a projected loss of Library fines and fees revenue of \$135,000 with a one-time reduction of \$65,000 to the Library non-personal/equipment budget and a one-time defunding of 1.5 Library Page PT positions, responsible for general clerical assistance at the branches. The Library Department anticipates minimal impact to customer service as there are generally vacancies at least at that level. The revenue adjustment includes the following: reduce the Overdue Materials Fine from \$0.50 per day/\$20 maximum per item to \$0.25 per day/\$5 maximum per item (\$108,000); eliminate the Held Materials Fine of \$3 (\$20,000); and reduce the handling fee from \$20 to \$10 for Damaged Materials and Lost Materials and Equipment (\$7,000). These changes are designed to increase access and remove some of the barriers to using Library services. This proposal will allow time to assess the ongoing impact of the fines and fees adjustments. (Ongoing savings: \$0)</p>			
2016-2017 Proposed Budget Changes Total	5.58	424,866	(124,000)

Library Department

Performance Summary

Access to Information, Library Materials, and Digital Resources

Performance Measures

	2014-2015 Actual	2015-2016 Target	2015-2016 Estimated	2016-2017 Target
 % of customers finding materials or information	87%	85%	86%	85%
 % of customers able to access basic services through self-service	79%	75%	94%	90%
 % of residents with a library card used within the last year	31%	40%	30%	30%
 % of searches/requests for information/materials completed within customer time requirements	92%	85%	87%	85%
 % of customers rating staff assistance as good or excellent	93%	85%	85%	90%
 % 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* (customers)	NEW	NEW	NEW	75%
- City-Wide (residents)	64%	65%	N/A**	65%
 % of customers/residents that agree or strongly agree that library services are good or excellent				
- Point of Service* (customers)	NEW	NEW	NEW	90%
- City-Wide (residents)	64%	60%	N/A**	N/A**
 % of customers/residents rating facilities as good or excellent				
- in terms of hours				
- Point of Service* (customers)	NEW	NEW	NEW	80%
- City-Wide (residents)	45%	45%	N/A**	45%
- in terms of condition				
- Point of Service* (customers)	NEW	NEW	88%	80%
- City-Wide (residents)	N/A***	80%	N/A**	80%
- in terms of location				
- Point of Service* (customers)	NEW	NEW	92%	85%
- City-Wide (residents)	N/A***	85%	N/A**	85%

* Point of Service means customer surveys conducted directly at the Library branches.

** Data for this measure is collected through the biennial City-Wide Community Survey. The next community survey will be conducted in fall 2016, and those results will be reported in the 2017-2018 Proposed Budget.





*** 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 the 2017-2018 Proposed Budget.

Library Department

Performance Summary

Access to Information, Library Materials, and Digital Resources

Performance Measures

	2014-2015 Actual	2015-2016 Target	2015-2016 Estimated	2016-2017 Target
 % customers stating their inquiries were answered correctly	NEW	NEW	NEW	90%
 % customers stating that the information provided was valuable	NEW	NEW	NEW	90%
 % of customers rating the availability and accessibility of a variety of electronic materials (e.g. downloadable/online eBooks and music) as good or excellent	NEW	NEW	NEW	25%
 % of customers rating technology (e.g. computers, internet access, and WIFI) in facility as good or excellent	NEW	NEW	NEW	80%

Activity and Workload Highlights

	2014-2015 Actual	2015-2016 Forecast	2015-2016 Estimated	2016-2017 Forecast
# of items purchased	252,845	320,000	314,000*	250,000
# of items checked out	9,831,284	11,000,000	9,738,000	10,000,000
# of reference questions	433,045	550,000	450,000	450,000
# of visits to Library website	2,740,862	3,000,000	2,574,000	2,600,000
# of residents with library card used in the last year	142,503	200,000	153,000	200,000
Cost per capita to provide access to information, library materials, and digital resources (84% of Library budget)	\$27.52	\$30.53	\$31.00	\$31.00
# of public access computer sessions at library facilities	1,068,510	1,500,000	1,213,000	1,400,000
# of visitors to main and branch libraries	6,057,777	6,500,000	6,855,000	7,000,000
# of volunteer hours	NEW	NEW	NEW	83,000
# of volunteers	NEW	NEW	NEW	2,800






* Includes new Village Square Branch Library collection.

Library Department

Performance Summary

Formal and Lifelong Self-Directed Education

Performance Measures

	2014-2015 Actual	2015-2016 Target	2015-2016 Estimated	2016-2017 Target
 % of literacy program participants in Family Learning Centers who improve their reading, writing, or speech skills	98%	85%	85%	85%
 Average cost per participant in library literacy and learning programs	\$55.73	\$43.00	N/A*	N/A*
 % of Partners in Reading (PAR) program participants that succeed in achieving self-defined learning goals	NEW	NEW	NEW	80%
 % of library program/class participants whose knowledge or skills have increased or improved	NEW	NEW	NEW	80%
 % of participants reported reading an average of 20 minutes per day during the Summer Reading Program	NEW	NEW	NEW	90%

* This measure was previously based on costs of Partners in Reading programs participants only. Beginning in 2016-2017, this measure will be based on costs of participants in all library literacy and learning programs. The department is working on finalizing the methodology and will come forward with estimates and targets as part of the 2017-2018 Proposed Budget.

Activity and Workload Highlights

	2014-2015 Actual	2015-2016 Forecast	2015-2016 Estimated	2016-2017 Forecast
# of attendees at early literacy programs	97,762	110,000	86,000	90,000
# of attendees at literacy programs in Family Learning Centers:				
- Pre-School	N/A	N/A	1,000	1,000
- School Age	N/A	N/A	800	800
- Young Adult	N/A	N/A	100	100
- Adult	N/A	N/A	7,000	7,000
# of K-12 students attending Library class visit	10,292	12,000	12,000	12,000
# of participants in Summer Reading Program	18,540	25,000	20,000	20,000
Cost per capita to promote lifelong learning and educational support (12% of Library budget)	\$5.70	\$6.00	\$4.00	\$5.00
# of schools, after school programs, and community events visited by Library staff	293	300	300	350

Library Department

Departmental Position Detail

Position	2015-2016 Adopted	2016-2017 Proposed	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	3.00	1.00
Division Manager	3.00	3.00	-
Librarian I/II	51.00	55.00	4.00
Librarian I/II PT	18.80	17.80	(1.00)
Library Aide PT	34.67	34.67	-
Library Assistant	31.00	31.00	-
Library Clerk	40.00	42.00	2.00
Library Clerk PT	30.50	30.50	-
Library Page PT	70.07	70.40	0.33
Literacy Program Specialist	8.00	8.00	-
Network Engineer	5.00	5.00	-
Network Technician I/II/III	5.00	6.00	1.00
Network Technician I/II/III PT	0.50	0.50	-
Office Specialist II	3.00	2.00	(1.00)
Office Specialist II PT	0.50	0.50	-
Public Information Representative II	1.00	1.00	-
Security Officer PT	0.75	0.00	(0.75)
Senior Account Clerk	3.00	3.00	-
Senior Librarian	18.00	18.00	-
Senior Library Clerk	3.00	2.00	(1.00)
Senior Office Specialist	1.00	1.00	-
Senior Public Information Representative	1.00	1.00	-
Senior Security Officer	0.00	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	-
Total Positions	354.29	359.87	5.58

PAGE IS INTENTIONALLY LEFT BLANK