

# 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

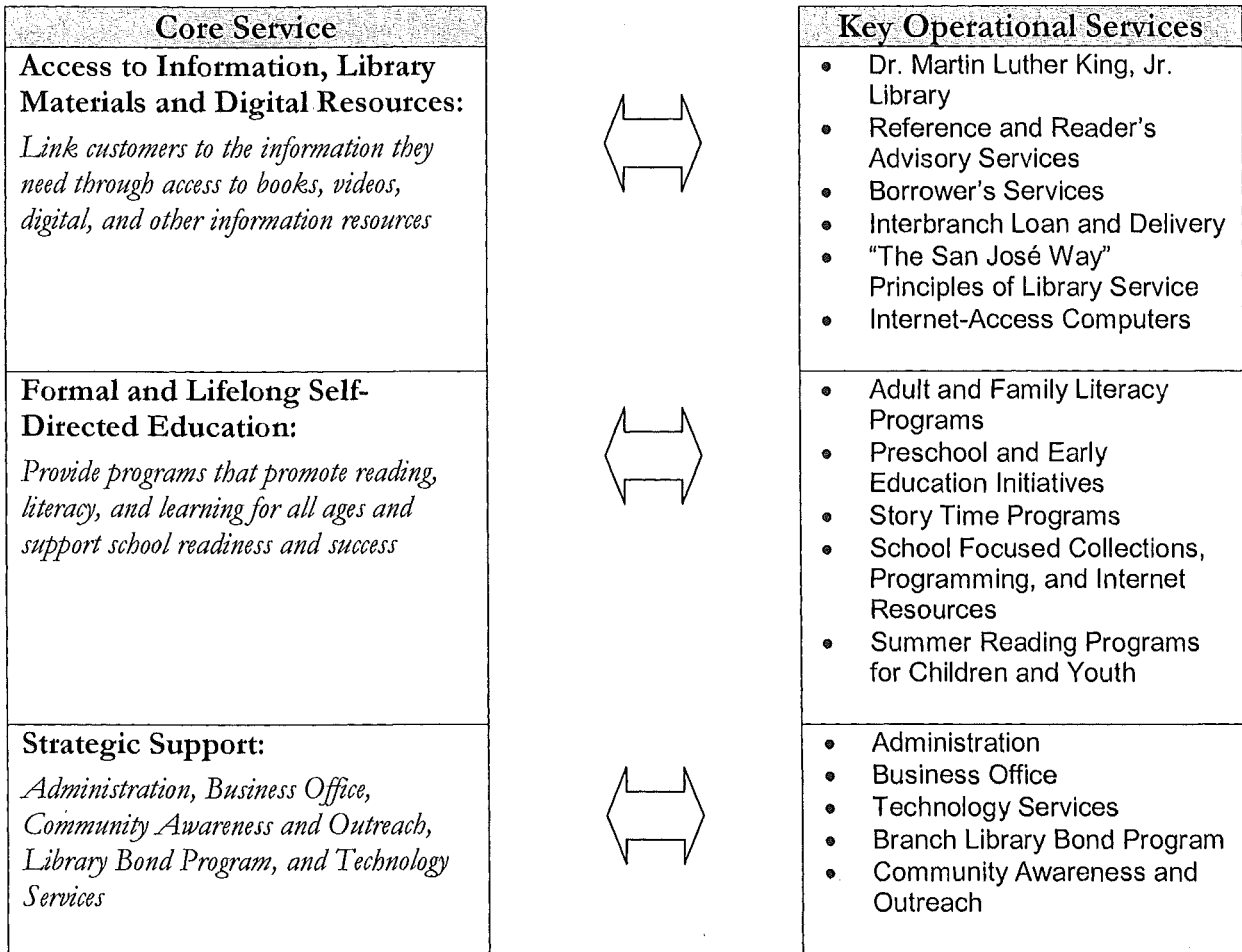
#### **Formal and Lifelong Self-Directed Education**

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

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### Expected 2014-2015 Service Delivery

- The Library will maintain existing hours of operation. Branch libraries with a Monday-Thursday schedule will continue to maintain 34 hours of weekly service while branches with a Wednesday-Saturday schedule continue to have 33 hours of weekly service. The Evergreen Branch Library will continue to have 42 hours of weekly service from Monday-Thursday and Saturday. 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 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 positions 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 (ensure books are shelved correctly), program assistants, teachers of citizenship classes, and ESL Conversation Club facilitators. The Department aims to expand volunteer roles and identify additional volunteer opportunities to increase the Library's efficiency.
- Staff will target improvements to increase safety and programming for teens and youth at the Dr. Martin Luther King, Jr. Library.
- The Library will continue its efforts to increase technology and efficiency by upgrading its online customer and materials database and will be adding at least one more Automated Materials Handling System at the Willow Glen Branch Library. The Library will continue to assess the cost/benefit of additional machines.
- The Library will launch its first custom-built application for smart phones in support of its annual Summer Reading program. Built in partnership with developers from eBay/PayPal, this "App" will allow participants to engage in an online game that promotes family literacy and learning.
- All public access computers at the Library will be optimized with touch screen compatible operating systems, larger screens, improved graphic cards, twice the processing speed and memory, and operate the latest versions of Microsoft Office and Adobe Creative Suite products.

### 2014-2015 Budget Actions

- Continues funding to extend Saturday hours at the Evergreen Branch Library through June 30, 2015. This action provides funding for 2.88 positions and the utility costs associated with the additional day of operation at the Evergreen Branch Library. This additional day will temporarily provide services to the community that currently has only one library until the new Southeast Branch is open. Elsewhere in this document is a recommendation to set aside reserve funding for these Saturday hours through March 31, 2016.
- Reallocates staff to increase safety and positive programming at the Dr. Martin Luther King, Jr. Library's Teen Center and Children's Room.
- Reallocates staff to centralize contract-related duties across Library organization.

### Operating Funds Managed

- Library Parcel Tax Fund

# Library Department

## Department Budget Summary

	2012-2013 Actual 1	2013-2014 Adopted 2	2014-2015 Forecast 3	2014-2015 Proposed 4	% Change (2 to 4)
<b>Dollars by Core Service</b>					
Access to Information, Library Materials, and Digital Resources	\$ 23,263,445	\$ 25,574,470	\$ 26,998,834	\$ 26,980,288	5.5%
Formal and Lifelong Self- Directed Education	1,468,786	1,857,638	1,498,153	1,640,257	(11.7%)
Strategic Support	2,851,806	3,878,843	3,938,411	3,964,507	2.2%
<b>Total</b>	<b>\$ 27,584,037</b>	<b>\$ 31,310,951</b>	<b>\$ 32,435,398</b>	<b>\$ 32,585,052</b>	<b>4.1%</b>
<b>Dollars by Category</b>					
Personal Services					
Salaries/Benefits	\$ 22,949,289	\$ 26,122,143	\$ 27,301,203	\$ 27,430,857	5.0%
Overtime	27,059	36,796	36,796	36,796	0.0%
Subtotal	\$ 22,976,348	\$ 26,158,939	\$ 27,337,999	\$ 27,467,653	5.0%
Non-Personal/Equipment					
Total	4,607,689	5,152,012	5,097,399	5,117,399	(0.7%)
<b>Total</b>	<b>\$ 27,584,037</b>	<b>\$ 31,310,951</b>	<b>\$ 32,435,398</b>	<b>\$ 32,585,052</b>	<b>4.1%</b>
<b>Dollars by Fund</b>					
General Fund	\$ 23,828,935	\$ 26,066,596	\$ 26,955,887	\$ 27,120,696	4.0%
Library Parcel Tax	3,500,718	4,984,435	5,201,103	5,185,948	4.0%
Capital Funds	254,384	259,920	278,408	278,408	7.1%
<b>Total</b>	<b>\$ 27,584,037</b>	<b>\$ 31,310,951</b>	<b>\$ 32,435,398</b>	<b>\$ 32,585,052</b>	<b>4.1%</b>
<b>Authorized Positions by Core Service</b>					
Access to Information, Library Materials, and Digital Resources	277.63	278.09	279.58	279.96	0.7%
Formal and Lifelong Self- Directed Education	12.50	14.00	11.50	13.50	(3.6%)
Strategic Support	24.50	25.50	24.00	24.00	(5.9%)
<b>Total</b>	<b>314.63</b>	<b>317.59</b>	<b>315.08</b>	<b>317.46</b>	<b>(0.0%)</b>

# Library Department

## Budget Reconciliation

(2013-2014 Adopted to 2014-2015 Proposed)

	Positions	All Funds (\$)	General Fund (\$)
<b>Prior Year Budget (2013-2014):</b>	<b>317.59</b>	<b>31,310,951</b>	<b>26,066,596</b>
<hr/> <b>Base Adjustments</b>			
<b>One-Time Prior Year Expenditures Deleted</b>			
• Evergreen Branch Library Saturday Hours	(2.51)	(146,500)	(146,500)
• Library Grants		(5,937)	(5,937)
• Rebudget: Library Grants		(16,436)	(16,436)
<b>One-time Prior Year Expenditures Subtotal:</b>	<b>(2.51)</b>	<b>(168,873)</b>	<b>(168,873)</b>
<b>Technical Adjustments to Costs of Ongoing Activities</b>			
• Salary/benefit changes, including living wage adjustments, and the following position reallocation: - 0.33 Warehouse Worker II PT to 0.33 Warehouse Worker I PT		1,305,560	1,070,404
• Changes in custodial contract services cost		13,760	13,760
• Changes in gas and electricity costs		(25,000)	(25,000)
• Changes in vehicle maintenance and operations costs		(1,000)	(1,000)
<b>Technical Adjustments Subtotal:</b>	<b>0.00</b>	<b>1,293,320</b>	<b>1,058,164</b>
<b>2014-2015 Forecast Base Budget:</b>	<b>315.08</b>	<b>32,435,398</b>	<b>26,955,887</b>
<hr/> <b>Budget Proposals Recommended</b>			
1. Evergreen Branch Library Saturday Hours	2.88	157,188	157,188
2. Library Contract Management Staffing	(0.50)	25,065	25,065
3. Dr. Martin Luther King, Jr. Library's Teen Center Staffing	0.00	(32,599)	(17,444)
<b>Total Budget Proposals Recommended</b>	<b>2.38</b>	<b>149,654</b>	<b>164,809</b>
<b>2014-2015 Proposed Budget Total</b>	<b>317.46</b>	<b>32,585,052</b>	<b>27,120,696</b>

# Library Department

## Budget Changes By Department

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Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
1. Evergreen Branch Library Saturday Hours	2.88	157,188	157,188

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**Neighborhood Services CSA**

*Access to Information, Library Materials and Digital Resources*

This action continues funding for 2.88 positions (0.5 Librarian II PT, 1.0 Library Clerk PT, 1.21 Library Page PT, and 0.17 Library Aide PT) and utility cost of \$20,000 to extend Saturday hours at the Evergreen Branch Library through June 30, 2015. This additional day will temporarily provide services to the Evergreen community that currently has only one library until the new Southeast Branch Library is opened, which is tentatively scheduled for March 2016. The Saturday service will provide an additional 416 hours of library service to the community annually. As described in the General Fund Capital, Transfers, and Reserves section of this document, funding of \$120,000 to continue the Saturday hours from July 1, 2015 through March 31, 2016 is also included in an earmarked reserve. (Ongoing costs: \$0)

**Performance Results:**

**Customer Satisfaction, Quality** This action will increase access to library materials, computers, and information, resulting in increased customer satisfaction.

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2. Library Contract Management Staffing	(0.50)	25,065	25,065
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**Neighborhood Services CSA**

*Access to Information, Library Materials and Digital Resources  
Strategic Support*

This action eliminates 1.5 vacant Library Page PT positions and adds 1.0 Analyst I/II position in order to centralize contract and procurement efforts across the Library organization. Currently, the Library does not have a dedicated Contract Analyst to manage and oversee adherence to contract requirements and procurements efforts. Contract-related duties are spread across multiple staff, which has led to inconsistency in format, scope development, and enforcement, and has caused delays in procurement efforts. (Ongoing costs: \$24,865)

**Performance Results:**

**Quality, Cycle Time** This action will ensure the Library Administration has the capacity to provide quality and timely contract development, management, and execution as well as control over the Department's procurement activities.

# Library Department

## Budget Changes By Department

Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
3. Dr. Martin Luther King, Jr. Library's Teen Center Staffing	0.00	(32,599)	(17,444)

**Neighborhood Services CSA**

*Access to Information, Library Materials and Digital Resources  
Formal and Lifelong Self-Directed Education  
Strategic Support*

This action eliminates two vacant positions (1.0 Senior Librarian and 1.0 Senior Office Specialist) at the Dr. Martin Luther King, Jr. Library, and adds 1.0 Librarian II, 0.5 Librarian II PT, and 0.5 Library Aide PT to provide safety, positive programs, and activities to the Dr. Martin Luther King, Jr. Library's Teen Center. Currently, there is no dedicated staff at the Teen Center to operate and supervise teen programs and activities. The Center is adjacent to a dark area containing rows of empty bookshelves, with no staff supervision. Other adult and homeless patrons often loiter in the Center and the surrounding area. While the Department intends to construct permanent improvements to separate the Center from the surrounding area, there is an immediate need for greater staff presence. The Librarian I/II will manage programs and activities in the Teen Center and the Children's Room at the King Library, the Librarian I/II PT will staff the Center after school, and the Library Aide PT will help staff the Center and run various program services. (Ongoing savings: \$31,615).

**Performance Results:**

**Customer Satisfaction, Quality** This action will provide higher levels of community programming targeting teens and youth at the King Library. Assigned staff will supervise and operate programs, ensuring a greater level of safety. In addition, this action will increase access to library materials, computers, and information, resulting in increased customer satisfaction.








<b>2014-2015 Proposed Budget Changes Total</b>	<b>2.38</b>	<b>149,654</b>	<b>164,809</b>
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# Library Department

## Performance Summary

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

#### Performance Measures

	2012-2013 Actual	2013-2014 Target	2013-2014 Estimated	2014-2015 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%	35%	35%
 % 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%	N/A	65%*
- that library services are good or excellent	62%*	60%	N/A	60%*
 % of residents rating facilities as good or excellent				
- in terms of hours	43%*	45%	N/A	45%*
- in terms of condition	77%*	85%	N/A	80%*
- in terms of location	87%*	88%	N/A	85%*

*Changes to Performance Measures from 2013-2014 Adopted Budget: No*

\* Data for this measure is collected through the biennial City-Wide Community Survey. The survey was last issued in 2012-2013. The next scheduled survey will be conducted in 2014-2015, with results included in the 2015-2016 Proposed Budget.



**Library Department**  
**Performance Summary**

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

*Activity and Workload Highlights*

	2012-2013 Actual	2013-2014 Forecast	2013-2014 Estimated	2014-2015 Forecast
# of items purchased	352,155	275,000	300,000	350,000
# of items checked out	10,702,251	11,500,000	10,700,000	10,700,000
# of reference questions	563,781	650,000	575,000	575,000
# of visits to Library website	2,733,092	3,500,000	2,800,000	3,000,000
# of residents with library card used in the last year	179,364	195,000	195,000	195,000
Cost per capita to provide access to information, library materials, and digital resources (80% of Library budget)	\$26.96	\$29.00	\$29.00	\$31.00
# of public access computer sessions at library facilities	1,133,386	1,400,000	1,200,000	1,200,000
# of visitors to main and branch libraries	5,835,611	6,700,000	6,400,000	6,400,000

*Changes to Activity & Workload Highlights from 2013-2014 Adopted Budget: Yes<sup>1</sup>*

<sup>1</sup> Changes to Activity and Workload Highlights from 2013-2014 Adopted Budget:




- ✗ “# of customers trained to use information resources through library classes” was deleted because it is not a major service provided by the Library and the data collected is no longer meaningful.
- “Cost per capita to provide access to information, library materials, and digital resources” was changed to “Cost per capita to provide access to information, library materials, and digital resources (80% of Library budget)” to reflect the percentage of the Library’s budget spent on providing access to information, library materials, and digital resources.
- ✗ “% of library budget (operating and materials) spent on providing access to information, library materials, and digital resources” was deleted because this information is reflected in another measure.

# Library Department

## Performance Summary

### Formal and Lifelong Self-Directed Education

#### Performance Measures

	2012-2013 Actual	2013-2014 Target	2013-2014 Estimated	2014-2015 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	\$52.00	\$45.00	\$48.00
 % of literacy program participants rating program as good or excellent and responsive to their needs	97%	80%	85%	85%

*Changes to Performance Measures from 2013-2014 Adopted Budget: Yes<sup>1</sup>*

<sup>1</sup> Changes to Performance Measures from 2013-2014 Adopted Budget:

- ⊖ “Average cost per participant in library reading program” was changed to “Average cost per participant in library reading and literacy programs” to reflect the actual data collected that includes both programs.
- ⊖ “% of literacy and school readiness program participants rating program as good or excellent and responsive to their needs” was changed to “% of literacy program participants rating program as good or excellent and responsive to their needs” because the Smart Start funding for school readiness program ended in 2012-2013.

#### Activity and Workload Highlights

	2012-2013 Actual	2013-2014 Forecast	2013-2014 Estimated	2014-2015 Forecast
# of attendees at early literacy programs	90,014	85,000	90,000	90,000
# of attendees at literacy programs in Family Learning Centers:				
- Children	6,828	2,100	4,000	4,000
- Youth	2,276	1,200	2,000	2,000
- Adult	38,692	20,000	38,000	38,000
# of class visit attendees to libraries	8,802	6,000	9,500	9,500
# of participants in Summer Reading Program	22,139	18,000	25,000	25,000
Cost per capita to promote lifelong learning and educational support (20% of Library budget)	\$6.74	\$7.50	\$7.50	\$7.50
# of schools, after school programs, and community events visited by Library staff	100	100	100	100

*Changes to Activity & Workload Highlights from 2013-2014 Adopted Budget: Yes<sup>1</sup>*

<sup>1</sup> Changes to Activity and Workload Highlights from 2013-2014 Adopted Budget:

- ⊖ “Cost per capita to promote lifelong learning and educational support” was changed to “Cost per capita to promote lifelong learning and educational support (20% of Library budget)” to reflect the percentage of the Library’s budget spent on promoting lifelong learning and educational support.
- ✗ “% of Library budget (operating and materials) spent on promoting lifelong learning and educational support” was deleted because this information is reflected in another measure.
- ⊖ “# of schools, after school programs, and early care sites visited by Library staff” was changed to “# of schools, after school programs, and community events visited by Library staff” to include community event visits and to delete early care site visits because the Smart Start funding for early care sites ended in 2012-2013.
- ✗ “# of Smart Start San José Program Facilities” was deleted because the Smart Start funding ended in 2012-2013.

# Library Department

## Departmental Position Detail

Position	2013-2014 Adopted	2014-2015 Proposed	Change
Accounting Technician	2.00	2.00	-
Administrative Assistant	1.00	1.00	-
Administrative Officer	1.00	1.00	-
Analyst I/II	3.00	4.00	1.00
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 II	41.00	42.00	1.00
Librarian I/II PT	22.60	22.60	-
Library Aide PT	19.43	19.93	0.50
Library Assistant	30.00	30.00	-
Library Clerk	38.00	38.00	-
Library Clerk PT	31.58	32.08	0.50
Library Page PT	63.90	62.77	(1.13)
Literacy Program Specialist	4.00	4.00	-
Marketing and Public Outreach Representative II	1.00	1.00	-
Network Engineer	5.00	5.00	-
Network Technician I/II	4.00	4.00	-
Network Technician II PT	0.50	0.50	-
Office Specialist II	3.00	3.00	-
Office Specialist II PT	0.50	0.50	-
Security Officer PT	0.75	0.75	-
Senior Account Clerk	3.00	3.00	-
Senior Librarian	19.00	18.00	(1.00)
Senior Library Clerk	3.00	3.00	-
Senior Office Specialist	2.00	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 PT	1.00	1.33	0.33
Warehouse Worker II PT	0.33	-	(0.33)
Warehouse Worker I/II	4.00	4.00	-
<b>Total Positions</b>	<b>317.59</b>	<b>317.46</b>	<b>(0.13)</b>

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