

# Library Department

Anne Cain, Interim 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

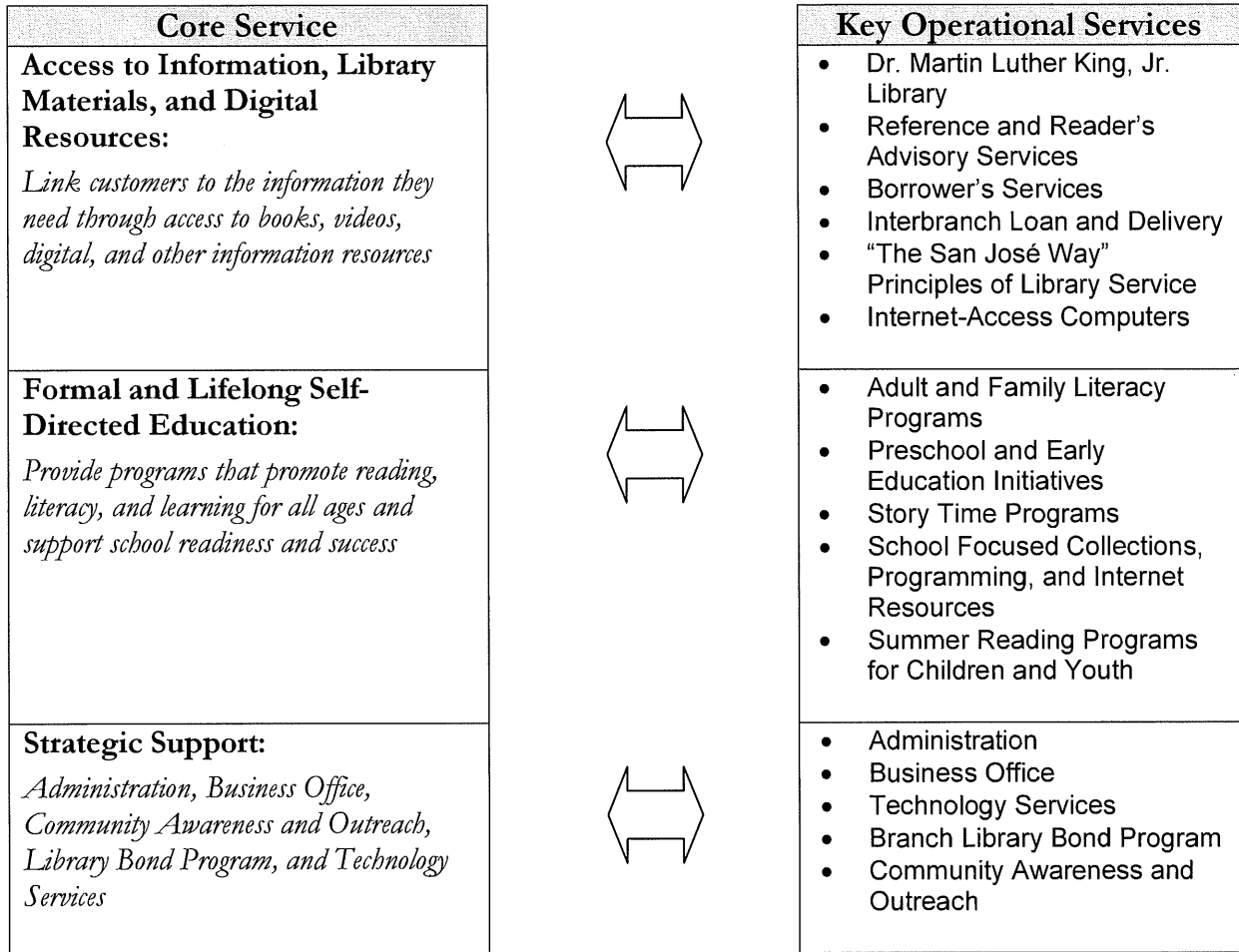
#### **Formal and Lifelong Self-Directed Education**

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 2012-2013 Service Delivery

- Branch libraries continue to be open four days per week with 34 hours of service at Monday-Thursday branches and 33 hours of service at Wednesday-Saturday branches.
- Four newly constructed library facilities are scheduled to open in 2012-2013, increasing the number of branch libraries open in the system from 18 to 22. The opening of the facilities was deferred as part of the approval of the 2011-2012 Adopted Budget. The Seven Trees and Bascom branch libraries are scheduled to open in December 2012/January 2013 and January/February 2013, respectively. The Educational Park and Calabazas branch libraries are scheduled to open in April and May 2013, respectively. In fall 2012, the Administration will review the City's fiscal status to ensure the ability to support these new facilities ongoing.
- Library services will continue story-time, children's educational programs, literacy programs, adult programming, Summer Reading Celebration, and class visits. As the four new and renovated branch libraries open, a corresponding increase in gate count, circulation, and program attendance is anticipated.

### 2012-2013 Budget Actions

- A total of 34.75 positions will be added to staff and operate four new and renovated branch libraries opening in 2012-2013. The new branch libraries are projected to have 250,000 visitors with materials circulation of 500,000 in the abbreviated first year of operation. System-wide circulation and visitor attendance will increase moderately through the year as customers who had been regularly utilizing neighboring branches, while Seven Trees, Bascom, Educational Park, and Calabazas were closed and under construction, will now use their home libraries.
- The restoration of 0.5 Literacy Program Specialist in the Partners in Reading Program, which was defunded as a result of State budget reductions that suspended the California Library Literacy Services (CLLS) grant, will allow this adult literacy program to continue serving 350 participants annually using Library Parcel Tax dollars.
- A reduction and redirection of Community Development Block Grant (CDBG) funds will result in the discontinuation of the Smart Start Family Child Care Training program that provides training to low-to-moderate income women to establish or retain licensed home-based quality childcare businesses. During 2012-2013, the department will work with nonprofit organizations in order to develop a new strategy and related funding for this program. Remaining Early Care staff will focus on contractual requirements at existing Smart Start sites.

### Operating Funds Managed

- Library Parcel Tax Fund

# Library Department

## Department Budget Summary

	2010-2011 Actual 1	2011-2012 Adopted 2	2012-2013 Forecast 3	2012-2013 Adopted 4	% Change (2 to 4)
<b>Dollars by Core Service</b>					
Access to Information, Library Materials and Digital Resources	\$ 24,662,489	\$ 22,855,082	\$ 22,799,299	\$ 23,780,035	4.0%
Formal and Lifelong Self- Directed Education	2,296,258	2,207,069	1,551,094	1,615,882	(26.8%)
Strategic Support	3,600,463	3,934,404	3,542,390	3,607,654	(8.3%)
<b>Total</b>	<b>\$ 30,559,210</b>	<b>\$ 28,996,555</b>	<b>\$ 27,892,783</b>	<b>\$ 29,003,571</b>	<b>0.0%</b>
<b>Dollars by Category</b>					
Personal Services					
Salaries/Benefits	\$ 25,750,635	\$ 23,419,203	\$ 22,858,348	\$ 23,832,136	1.8%
Overtime	35,586	151,796	101,796	101,796	(32.9%)
Subtotal	\$ 25,786,221	\$ 23,570,999	\$ 22,960,144	\$ 23,933,932	1.5%
Non-Personal/Equipment	4,772,989	5,425,556	4,932,639	5,069,639	(6.6%)
<b>Total</b>	<b>\$ 30,559,210</b>	<b>\$ 28,996,555</b>	<b>\$ 27,892,783</b>	<b>\$ 29,003,571</b>	<b>0.0%</b>
<b>Dollars by Fund</b>					
General Fund	\$ 24,867,497	\$ 22,641,679	\$ 22,974,561	\$ 24,030,561	6.1%
Comm Dev Block Grant	255,730	261,667	0	0	(100.0%)
Library Parcel Tax	5,059,910	5,843,653	4,663,838	4,718,626	(19.3%)
Capital Funds	376,073	249,556	254,384	254,384	1.9%
<b>Total</b>	<b>\$ 30,559,210</b>	<b>\$ 28,996,555</b>	<b>\$ 27,892,783</b>	<b>\$ 29,003,571</b>	<b>0.0%</b>
<b>Authorized Positions by Core Service</b>					
Access to Information, Library Materials and Digital Resources	232.14	228.91	243.88	277.63	21.3%
Formal and Lifelong Self- Directed Education	46.24	16.45	12.00	12.50	(24.0%)
Strategic Support	22.25	26.00	23.50	24.50	(5.8%)
<b>Total</b>	<b>300.63</b>	<b>271.36</b>	<b>279.38</b>	<b>314.63</b>	<b>15.9%</b>

# Library Department

## Budget Reconciliation

(2011-2012 Adopted to 2012-2013 Adopted)

	Positions	All Funds (\$)	General Fund (\$)
<b>Prior Year Budget (2011-2012):</b>	<b>271.36</b>	<b>28,996,555</b>	<b>22,641,679</b>
<b>Base Adjustments</b>			
<b>One-Time Prior Year Expenditures Deleted</b>			
• Rebudget: Library Grants		(327,917)	(327,917)
• Library Parcel Tax Funding Reallocation		0	1,000,000
• Library Department Unemployment Contribution		(183,830)	(145,228)
• Library Parcel Tax Survey		(40,000)	0
• New Library Facilities		(22,000)	(22,000)
<b>One-time Prior Year Expenditures Subtotal:</b>	<b>0.00</b>	<b>(573,747)</b>	<b>504,855</b>
<b>Technical Adjustments to Costs of Ongoing Activities</b>			
• Salary/benefit changes		293,076	332,199
• Community Development Block Grant funded Smart Start Family Child Care Training program (2.0 Literacy Program Specialists, 0.75 Library Clerk PT, 0.20 Library Page PT)	(2.95)	(261,667)	0
• Reallocation of contractual services funding to part-time unbenefitted classifications (4.30 Librarian I PT, 1.01 Library Aide PT, 3.58 Library Clerk PT, 2.25 Library Page PT, 0.33 Warehouse Worker I PT)	11.47	(57,262)	0
• California Library Literacy Services (CLLS) Grant for Partners in Reading Program (state budget reduction) (0.5 Literacy Program Specialist)	(0.50)	(51,172)	(51,172)
• Personal Services correction (City Council approval - October 18, 2011)		(300,000)	(300,000)
• Overtime reduction		(50,000)	(50,000)
• Changes in vehicle maintenance and operations costs		9,000	9,000
• Changes in gas and electricity costs		(112,000)	(112,000)
<b>Technical Adjustments Subtotal:</b>	<b>8.02</b>	<b>(530,025)</b>	<b>(171,973)</b>
<b>2012-2013 Forecast Base Budget:</b>	<b>279.38</b>	<b>27,892,783</b>	<b>22,974,561</b>
<b>Budget Proposals Approved</b>			
1. New Branch Library Openings	34.75	1,046,000	1,046,000
2. Partners in Reading Program	0.50	54,788	0
3. Rebudget: Library Grants		10,000	10,000
<b>Total Budget Proposals Approved</b>	<b>35.25</b>	<b>1,110,788</b>	<b>1,056,000</b>
<b>2012-2013 Adopted Budget Total</b>	<b>314.63</b>	<b>29,003,571</b>	<b>24,030,561</b>

# Library Department

## Budget Changes By Department

Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
<b>1. New Branch Library Openings</b>	<b>34.75</b>	<b>1,046,000</b>	<b>1,046,000</b>

***Neighborhood Services CSA***

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

This action authorizes 34.75 positions (1.0 Analyst II, 5.0 Librarian II, 2.0 Librarian II PT, 3.25 Library Aide PT, 4.0 Library Assistant, 4.0 Library Clerk, 3.0 Library Clerk PT, 8.5 Library Page PT, 1.0 Literacy Program Specialist, 2.0 Senior Librarian, 1.0 Warehouse Worker I) and provides funding for the opening of the Seven Trees, Bascom, Educational Park, and Calabazas branch libraries constructed with General Obligation Bonds as approved by the voters in November 2000. The openings of the Seven Trees and Bascom branch libraries, deferred since 2010-2011, are now scheduled for December 2012/January 2013 and January/February 2013, respectively. The openings of the Educational Park and Calabazas branch libraries, deferred in 2011-2012, are now scheduled for April 2013 and May 2013, respectively. Consistent with existing branch libraries, these new branch libraries will be open four days a week (33-34 hours per week). As the number of visitors and circulation of library materials increases with the opening of the new branch libraries, an increase to the library fines estimate of \$35,000 is anticipated in 2012-2013. Additional funding for routine building and landscape maintenance is included in the Public Works Department (\$94,000) and Parks, Recreation and Neighborhood Services Department (\$30,000). Factoring in the anticipated revenue estimate and additional maintenance costs, the net General Fund cost of opening the four new branch libraries is \$1,135,000. A total of \$1,185,000 included in the 2013-2017 General Fund Forecast is displayed in the General Fund Capital, Transfers, Reserves section, resulting in a net General Fund savings of \$50,000. (Ongoing costs: \$2,732,000)

**Performance Results:**

**Customer Satisfaction** The opening of the four new branch libraries will increase the public's access to library materials, information, computers, and programming. Library performance measures related to customer satisfaction are expected to increase.

<b>2. Partners in Reading Program</b>	<b>0.50</b>	<b>54,788</b>	<b>0</b>
---------------------------------------	-------------	---------------	----------

***Neighborhood Services CSA***

*Formal and Lifelong Self-Directed Education*

This action restores funding for 0.5 Literacy Program Specialist in the Partners in Reading (PAR) Program with Library Parcel Tax funding. A portion of this position was previously funded by the California State Library's California Library Literacy Services (CLLS) grant; however, as part of State budget reductions, the CLLS grant was suspended indefinitely in 2011-2012. The PAR program provides free one-to-one and small group tutoring to 350 adults annually whose reading or writing skills are below the ninth grade level using 300 volunteer tutors. The Literacy Program Specialist manages the program and supports both participants and tutors by providing tutor training, conducting reading assessments, monitoring the progress of participants, collecting data, and recruiting of volunteer tutors and program participants. (Ongoing costs: \$55,395)

**Performance Results:**

No changes to the current service levels are anticipated as a result of this action.

# Library Department

## Budget Changes By Department

---

Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
3. Rebudget: Library Grants		10,000	10,000
<i>Neighborhood Services CSA</i>			
<i>Formal and Lifelong Self-Directed Education</i>			
<p>The rebudget of unexpended 2011-2012 grant funds will allow the Library Department to host a special event featuring an acclaimed author at the Almaden Branch Library with funds from the National Medal for Museum Service award. (Ongoing costs: \$0)</p>			
<b>Performance Results: N/A (Final Budget Modification)</b>			
<hr/>			
<b>2012-2013 Adopted Budget Changes Total</b>	<b>35.25</b>	<b>1,110,788</b>	<b>1,056,000</b>

---

# Library Department








---

## Performance Summary

---

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

#### Performance Measures

	2010-2011 Actual	2011-2012 Target	2011-2012 Estimated	2012-2013 Target
 % of customers finding materials or information	89%	75%	75%	75%
 % 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	33%	28%	30%	30%
 % of searches/requests for information/materials completed within customer time requirements	93%	75%	65%	75%
 % of customers rating staff assistance as good or excellent				
- for helpfulness	92%	80%	80%	80%
- for promptness	93%	80%	80%	80%
- for courtesy	93%	80%	80%	80%
 % of residents that agree or strongly agree				
- that the variety and level of library collections and resources are good or excellent	71%	65%	65%	65%
- that library services are good or excellent	74%	60%	60%	60%
 % of residents rating facilities as good or excellent				
- in terms of hours	63%	50%	50%	50%
- in terms of condition	81%	80%	80%	80%
- in terms of location	88%	85%	85%	85%

*Changes to Performance Measures from 2011-2012 Adopted Budget: No*

#### Activity and Workload Highlights

	2010-2011 Actual	2011-2012 Forecast	2011-2012 Estimated	2012-2013 Forecast
# of items purchased	238,450	250,000	250,000	275,000
# of items checked out	13,560,762	12,400,000	11,750,000	11,900,000
# of reference questions	748,468	600,000	625,000	635,000
# of visits to Library website	4,691,205	4,500,000	3,000,000	3,000,000
# of customers trained to use information resources through library classes	6,313	3,500	2,750	3,000
# of residents with library card used in the last year	208,628	175,000	175,000	180,000



# Library Department

## Performance Summary

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





#### Activity and Workload Highlights

	2010-2011 Actual	2011-2012 Forecast	2011-2012 Estimated	2012-2013 Forecast
Cost per capita to provide access to information, library materials, and digital resources	\$28.27	\$29.00	\$29.00	\$29.00
% of library budget (operating and materials) spent on providing access to information, library materials, and digital resources	80%	80%	80%	80%
# of public access computer sessions at library facilities	1,665,000	1,400,000	1,350,000	1,400,000
# of visitors to main and branch libraries	6,780,193	5,800,000	6,000,000	6,200,000

*Changes to Activity & Workload Highlights from 2011-2012 Adopted Budget: No*

### Formal and Lifelong Self-Directed Education

#### Performance Measures

	2010-2011 Actual	2011-2012 Target	2011-2012 Estimated	2012-2013 Target
 % of literacy program participants in Family Learning Centers who improve their reading, writing or speech skills	93%	85%	85%	85%
 % of parents and caregivers who report that they read more to their children following participation in a library program or activity	82%	85%	85%	85%
 Average cost per participant in library reading program	\$52.15	\$50.00	\$50.00	\$50.00
 % of literacy and school readiness program participants rating program as good or excellent and responsive to their needs	83%	80%	80%	80%

*Changes to Performance Measures from 2011-2012 Adopted Budget: Yes<sup>1</sup>*

<sup>1</sup> Changes to Performance Measures from 2011-2012 Adopted Budget:

- ✘ “% of Family Child Care training graduates who begin the licensing process for new or expanded businesses by the end of the July-June program year” was eliminated as funding is no longer available for the Smart Start family child care training program previously funded by the Community Development Block Grant Fund.

# Library Department

---

## Performance Summary

### Formal and Lifelong Self-Directed Education

#### Activity and Workload Highlights

	2010-2011 Actual	2011-2012 Forecast	2011-2012 Estimated	2012-2013 Forecast
# of attendees at early literacy programs	110,263	90,000	90,000	100,000
# of attendees at literacy programs in Family Learning Centers:				
- Children	2,261	1,000	1,000	1,000
- Youth	1,027	500	500	500
- Adult	17,266	10,000	10,000	10,000
# of class visit attendees to libraries	7,770	6,500	6,000	6,000
# of participants in Summer Reading Program	10,954	10,000	10,000	10,000
Cost per capita to promote lifelong learning and educational support	\$7.07	\$7.00	\$7.00	\$7.00
% of Library budget (operating and materials) spent on educational support	20%	20%	20%	20%
# of schools, after school programs, and early care sites visited by Library staff	166	100	100	100
# of Smart Start San José Program Participants	1,403	1,000	1,000	1,000

*Changes to Activity & Workload Highlights from 2011-2012 Adopted Budget: Yes<sup>1</sup>*

<sup>1</sup> Changes to Performance Measures from 2011-2012 Adopted Budget:

- × “# of Family Child Care training graduates who begin the licensing process for new or expanded businesses by the end of the July-June program year” was eliminated as funding is no longer available for the Smart Start family child care training program previously funded by the Community Development Block Grant Fund.

# Library Department

## Departmental Position Detail

Position	2011-2012 Adopted	2012-2013 Adopted	Change
Accounting Technician	2.00	2.00	-
Administrative Assistant	1.00	1.00	-
Administrative Officer	1.00	1.00	-
Analyst II	2.00	3.00	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	36.00	41.00	5.00
Librarian I/II PT	15.30	21.60	6.30
Library Aide PT	15.00	19.26	4.26
Library Assistant	26.00	30.00	4.00
Library Clerk	34.00	38.00	4.00
Library Clerk PT	25.25	31.08	5.83
Library Page PT	52.06	62.61	10.55
Literacy Program Specialist	5.00	4.00	(1.00)
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	17.00	19.00	2.00
Senior Library Clerk	3.00	3.00	-
Senior Office Specialist	2.00	2.00	-
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 I/II	3.00	4.00	1.00
<b>Total Positions</b>	<b>271.36</b>	<b>314.63</b>	<b>43.27</b>

**PAGE IS INTENTIONALLY LEFT BLANK**