

Nine Year Comparison of Annual Service Levels and Usage

(Fiscal Year 1994/95 to 2002/03)

	<u>1994/95</u>	<u>1995/96</u>	<u>1996/97</u>	<u>1997/98</u>	<u>1998/99</u>	<u>1999/00</u>	<u>2000/01</u>	<u>2001/02</u>	<u>2002/03</u>
TOTAL ITEMS ADDED TO COLLECTION	146,174	190,192	261,582	261,934	260,267	269,469	284,185	303,728	316,674
% of increase/decrease from previous year	3.1%	30.1%	37.5%	0.0%	-0.6%	3.5%	5.5%	6.9%	4.0%
ITEMS BORROWED AND OTHER SERVICES									
<u>Items Checked Out</u>	4,816,079	5,000,199	6,034,303	6,477,930	7,066,715	7,886,647	9,368,248	11,635,848	13,491,412
% increase/decrease from previous year	0.5%	3.8%	20.7%	7.4%	9.1%	11.6%	18.8%	24.2%	15.9%
PerCapita	5.69	5.89	6.91	7.25	7.77	8.54	10.20	12.68	14.59
<u>Reference/ Information Questions</u>	644,464	692,513	670,636	643,515	582,736	561,052	412,080	500,345	536,073
% increase/decrease from previous year	2.7%	7.5%	-3.2%	-4.0%	-9.4%	-3.7%	-26.4%	21.1%	7.0%
Per Capita	0.76	0.82	0.77	0.72	0.64	0.61	0.45	0.55	0.58
<u>Gate Count</u>							5,092,364	5,355,674	5,455,164
% increase/decrease from previous year							n/a	5.2%	1.8%
Per Capita							5.54	5.83	5.90
<u>Programs</u>									
Inside Library (including group visits)									
<u>No. of Programs</u>	2,999	3,093	3,499	3,503	2,909	3,068	3,813	5,114	3,625
% increase/decrease from previous year	9.1%	3.1%	13.1%	0.1%	-17.0%	5.5%	24.3%	34.1%	-29.0%
<u>Attendance</u>	86,535	98,796	110,573	99,272	89,878	99,127	124,842	112,813	122,875
% increase/decrease from previous year	5.2%	14.2%	11.9%	-10.2%	-9.5%	10.3%	25.9%	-9.6%	8.9%
Outside Library									
<u>No. of Programs</u>	127	324	563	333	947	584	714	526	555
% increase/decrease from previous year	-5.9%	155.1%	73.8%	-40.9%	184.4%	-38.3%	22.3%	-26.3%	6.0%
<u>Attendance</u>	8,020	24,228	39,692	27,695	25,627	40,775	40,311	30,443	21,648
% increase/decrease from previous year	8.7%	202.1%	63.8%	-30.2%	7.5%	59.1%	-1.1%	-24.5%	-29.0%
SAN JOSE POPULATION -January 1	845,991	849,363	873,286	893,969	909,062	923,600	918,800	917,971	925,000
% increase/decrease from previous year	1.3%	0.4%	2.8%	2.4%	1.7%	1.6%	-0.5%	-0.1%	0.8%
HOURS OPEN PER WEEK	991	991	991	991	991	1,005	1,005	1,005	1,005
TOTAL BUDGETED STAFF (FTE)	288.00	318.10	318.10	318.43	338.98	342.48	345.63	359.63	360.13