



# Memorandum

**TO:** NEIGHBORHOOD SERVICES &  
EDUCATION COMMITTEE

**FROM:** Jane Light

**SUBJECT:** LIBRARY 2006-2007 ANNUAL  
USAGE REPORT

**DATE:** October 22, 2007

Approved

Date

October 25, 2007

**COUNCIL DISTRICT:** Citywide

## RECOMMENDATION

That the Neighborhood Services & Education Committee accepts the Fiscal Year 2006-2007 Report on Library Usage, which is intended to update it on the level of activity at the San Jose Public Library.

## OUTCOME

Approval of the report indicates that Neighborhood Services and Education Committee is informed about the Fiscal Year 2006-2007 achievements of the San Jose Public Library.

## EXECUTIVE SUMMARY

San Jose Public Library had another remarkable year in FY 2006-07. Use of materials remains high; three more new branch libraries funded by the 2000 Library bond measure successfully opened and several more are in the construction and design phases. The Library continues to initiate and implement new services, as well as pioneer advancements through improvements and the use of technology. The Library Parcel Tax, passed by voters in November 2004, completed its second year and brought in revenue of almost \$6.5 million. These funds are directed to materials acquisition, automation purchases and improvements, staffing, and the development of educational programs to meet the needs of the community.

## BACKGROUND

This report covers Fiscal Year 2006-2007 and reviews the activities of the Library Department. The report is prepared annually for presentation to the Library Commission and the City Council.

## **ANALYSIS**

Statistics for the year, once again, include San Jose State University student, faculty and staff, circulation, gate count, and reference questions. San Jose Public Library materials are responsible for over 96% of the total circulation at the King Library and branch libraries. (See Attachment A: Annual Service Levels and Usage).

For the fourth year in a row, overall circulation topped the 14 million mark at 14,060,019 items borrowed. This high circulation makes San Jose Public Library one the busiest library systems in the country. (See Attachment B: System Circulation). Six library facilities loaned more than one million items during the year. Evergreen Branch, which opened in September 2006, immediately became the busiest branch in the system, circulating over one million items in just nine months of operation. Cambrian Branch which opened in November 2006 is averaging over 90,000 items circulated per month and will exceed one million annually in Fiscal Year 2007-2008. (See Attachment C: Circulation by Branch).

Visitor gate count at the King Library and branches this year reached 7,639,614, a 6% increase from last year. (See Attachment D: Visitor Count by Branch). This is more than the combined total attendance at home games of the San Francisco Giants, Oakland A's, San Francisco 49ers, Oakland Raiders, and San Jose Sharks (6,834,417 visitors). (See Attachment E: Visitor Comparison).

The increased growth in library usage over the years is in part due to the improved collection of new books and media purchased in the past with Benefit Assessment District funds and currently with Library Parcel Tax funding, and to the way in which these materials are displayed in the libraries. Approximately forty percent of the Library's materials budget in Fiscal Year 2006-2007 came from the Library Parcel Tax funds. A total of 292,608 new items were ordered and received in Fiscal Year 2006-2007 but due to rising costs of materials and a fairly stagnant materials budget, the library has not been able to offer as many items as needed by the community. Since 1995, more than \$26 million has been spent acquiring new materials with special funding sources. (See Attachment F: Number of New Items Received).

While the Library has seen continued growth in circulation, more than doubling items borrowed over the last ten years, staffing has increased just 16% during this time. Benefit Assessment District funding has been the primary source for additional staffing over the past decade and is now continued with Library Parcel Tax funding. Without these vital funding sources San Jose Public Library would not have been able to meet and maintain the current level of service. (See Attachment G: Circulation and Staffing Increases).

## **Technology**

Technology continues to be a key component of the Library's strategy to improve customer service while at the same time improving staff efficiencies. This year San Jose Public Library completed the installation of wi-fi in all branches except those closing in 2007-08. Wi-fi has proven to be a popular service, allowing customers to use their laptops inside the libraries and freeing up reservable PC's for more customers. SJPL also upgraded the reserve-a-computer software to allow for new branches opening up with additional public PC's. In addition, Low Voltage Guidelines for new branches were

revised to reflect changes in technology and the need for greater bandwidth since the bond program began.

Through collaboration with the Silicon Valley Library System, a federal Library Services and Technology LSTA grant administered by the California State Library, enabled Vineland Branch to become the first library in the world to have an external (exterior of building) library automated materials return, check-in and sorting machine. The system was installed in August 2007 and modifications have been continuously made throughout the year to improve service. The time needed for an item returned to get back on the shelf has been reduced 75% by this automated process. The grant also provided an efficiency expert to review manual return, check-in, and sorting at three other branches to maximize productivity and decrease repetitive injuries. Those branches saw a return-to-shelf improvement of almost 50%. The Library presented its findings at the California Library Association Conference in November 2006 and will also be presenting them at the Public Library Association Conference in March 2008.

Fiscal Year 2006-2007 was the second full year when customers could use both on-line library card registration and on-line credit card payment of fines. We estimate 98% of all new card registrations are done online and more than 30% of fines payment (\$447,396) are done online. Both online services have saved hours of staff time, freeing staff to provide a higher level of customer service. In addition, translations for online customer registration in Chinese, Vietnamese, and Spanish were rolled out during the year.

Online renewals have increased from 774,018 in Fiscal Year 2000-2001 to 3,372,357 in Fiscal Year 2006-2007, a 340% increase since the end of Fiscal Year 2000-2001. The number of visits to the library website has continued to climb with a Fiscal Year 2006-2007 year-end total of 5,768,536 visits to the site. This is a 1,450% increase over the Fiscal Year 2000-2001 total of 364,467.

Public computer use in the library system also continues to grow as new branches open with technology rooms and more computers are available for the customer. This past year, 2,109,135 customers reserved a computer to use in the library compared to 1,269,135 customers in 2003-2004, a 66% increase. (See Attachment H: Reserve-a-Computer by Branch)

Over 90% of materials at our branches continue to be checked out by the borrower themselves through self service checkout options. No other large public library system in the United States has adopted self service check-out as successfully. A new model of self-check machine has been installed at the new branches which allows for quicker and easier checkout. SJPL will be replacing the oldest and most used machines with the new model beginning in FY 2007-08. (See Attachment I: Self-Checkout).

### **Bond Funded Library Building Program**

Grand opening celebrations for three library projects were held in FY 2006-07: the Evergreen Branch on September 16, 2006, the Cambrian Branch on November 18, 2006 and the Hillview Branch on January 20, 2007. Both Evergreen and Cambrian replaced former branches on the same sites, so the communities used other branches while closed. Cambrian was completed with significant budget savings and both Evergreen and Hillview were completed on budget.

Groundbreakings for three replacement branches were also held: Pearl Avenue Branch on September 30, 2006; Joyce Ellington Branch on October 28, 2006; and Willow Glen on December 2, 2006. Construction continued on the new Edenvale Branch, on the corner of Branham and Monterey Highway, and the grand opening is scheduled for November 3, 2007. This new library will serve a large population that has never had its own branch.

Design continued on the East San Jose Carnegie and Santa Teresa branches as well as on the Bascom and Seventrees joint use facilities. East San Jose Carnegie and Santa Teresa are both going out to bid this fall.

Design of the replacement Calabazas branch will begin in the next couple of months. The branch will stay at its present location. City staff is negotiating an agreement with the East Side Union High School District regarding the Educational Park Branch to construct a new building near the current site. The existing leased building will be returned to the school district. The first community meeting for this project is scheduled for September 13, 2007.

Discussions are being held with Evergreen Valley College to utilize undeveloped land on the campus for the Southeast Branch library. The schedule for this project is currently pending the outcome of these discussions.

Operating and maintenance needs for projects anticipated to be operational in Fiscal Year 2007-2008 are included in the 2007-2008 Adopted Operating Budget. However, in Fiscal Year 2008-2009, staffing and operational costs for the Pearl Avenue and Willow Glen libraries must be addressed. The Library has continued to find alternative sources for funding furniture, fixtures, and equipment as well as additional materials for new libraries, which are not eligible for bond funding. In 2006-07, the San Jose Public Library Foundation contributed over \$470,000 to the Branch Libraries Capital Campaign for FF&E and materials at Rose Garden, Almaden, Evergreen, and Cambrian libraries.

### **Continued Implementation of Innovative Services:**

#### **"Libraries: the San José Way"**

Libraries ~ San Jose Way, is how the Library Department focuses on design and service innovations and implementation. This highly successful service model is the fundamental driving force behind San Jose Public Library's current improvements, success, and development for the future. The library has a small separate unit within the department to coordinate these innovations and San José Way staff are integral members of task force groups that examine service layout and design, reinvent staff roles, implement cutting-edge retail practices, develop collection merchandising standards, provide staff training, and other models of service improvement.

Libraries ~ San Jose Way has continued to develop tools and services in the newly built libraries to achieve customer service goals such as creating a single point of customer service and standardized materials processing. The library received an LSTA grant from the California State Library to contract with a retail consultant, Envirosell, to examine customer behavior in our libraries and develop some principles for creating successful environments and improve wayfinding within our buildings. A

presentation on the findings will be made at the California Library Association's annual conference in October, 2007 and the Public Library Association biannual conference in 2008.

To better ensure new standards are consistent in the library system, San José Way offered a 2<sup>nd</sup> San José Way Ambassador's Academy to 25 staff members. The Academy has proven to be a successful way of promoting an entrepreneurial atmosphere for staff and assisting staff to operate successfully in a changing environment. A training manual is in development that identifies and supports the principles of our service model. Branch Leadership Teams have formed in each branch consisting of the branch manager and librarians and library assistants to increase their role in running the branches and providing greater staff development opportunities.

The success and popularity of the service model improvements and our methods for achieving them through our training program, are evidenced by the fact that staff have been asked to share information at conferences and workshops and through client consultation with many library systems across the country and internationally. In Fiscal Year 2006-2007, we received visitors from or consulted for library staff, architects, and project managers from Denmark, Montana, Nebraska, Nevada, Texas, Wyoming, and UC Santa Cruz. (See Attachment J: Libraries ~ San José Way). In addition, we have been awarded two LSTA grants for the 2007-08 fiscal year to develop customer service training and signage guidelines. The results of these projects will be shared at the state and national level.

One popular feature of our innovative practices is allowing food and drink in our facilities. A new Council policy requiring 100% of drinks and snacks sold from vending machines to be "healthy" has been fully implemented in our branches. This policy, along with a series of programs presented on teen nutrition, will hopefully raise the awareness level of good nutrition and help combat the rise of obesity rates within San Jose.

Also, in the spirit of continuous improvement, this year teams of programming librarians instituted a reexamination and restructure of the way SJPL plans and presents instructional and developmental programs to the community. Goals of the new model are to replicate efforts for greater visibility and effectiveness, develop partnerships with agencies and providers who are experts with skills that customers want to learn, and to have a greater presence and impact on the community in identified areas of need. Shared resources and coordinated planning will provide increased programming for a broader range of audiences.

### **Dr. Martin Luther King Jr. Library**

Several initiatives occurred at the Dr. Martin Luther King, Jr. to improve services during the year. Oversight of the Teen Center on the 3<sup>rd</sup> floor was transferred to the General Collections unit. The Library is working on a reorganization of this area to provide a more vibrant yet separate area for the young adults in the community. A survey of teen users was completed to ascertain desires for this area.

The sorting area in Access Services was evaluated and redesigned to improve return-to-shelf time. A minor remodel will take place in 2007-08 to bring the recommendations to fruition. Reshelving time improved 20% and expectations are that additional changes will improve them even more. The Library's IT unit was expanded on the 4<sup>th</sup> floor to allow adequate work space for the staff and a testing

area for new technology. The Early Care unit is planning to move into a different area in the Lower Level so that it will be accessible to the public in early 2007-08.

In January, several hundred people joined numerous presenters at the library to celebrate the birthday of the late civil rights leader, Dr. Martin Luther King, Jr. The event, co-sponsored by both the City and University libraries, was enhanced by additional sponsorships from community groups. The day-long program included readings, children's activities, and programs that showcased the special Dr. Martin Luther King, Jr. Collection of civil rights movement materials on the third floor of the King Library.

Staff at the Dr. King Library have a role in offering public programs that have city-wide appeal as well as those that serve residents living in or near downtown and the SJSU campus community. Over 150 such programs were offered during the year the most popular of which were:

- VietREADS, a series that featured ten Vietnamese authors and their works over a two month period between March and April 2007. Five of these authors presented at the King Library and the others presented at the Hillview and Tully Community branches.
- The Festival of Books, Secrets of Circles program which was a collaboration with the Children's Discovery Museum in March 2007.
- Chinese New Year celebration in February 2007.
- Playwright and director Luis Valdez's reading and presentation in January

In Fiscal Year 2006-2007, 2,037,663 items were borrowed from King Library and 2,628,271 customers visited the building. Roughly 20% of the total circulation at King Library is from university materials and public customers borrow more than fifty percent of those materials. Interestingly, academic users check out more public library materials than members of the public check out materials owned by the University.

### **Early Care and Lifelong Literacy**

Staff in this unit provide a wide range of programs and services that support children in preschool settings, youth, families learning together, adults who are improving their own English language literacy skills, and early childhood educators.

The early care unit, with the help of the Early Care and Education Commission and the public, created its third strategic plan for child care: *City of San Jose Early Care and Education Investment in the Future: Strategic Work Plan 2006-2008*. The vision of the plan is that all children will enter school ready to learn with the physical, social, emotional and cognitive foundation to ensure success in the classroom and to develop to their full potential as lifelong learners. Strategic goal areas include increasing the number of quality early care spaces, facilitating educational and professional development of early care providers, increasing public awareness for early care and education resources, and increasing political and community advocacy.

In partnership with the Redevelopment Agency, the City Council approved contracts with San Jose Day Nursery (Phase 2), Santa Clara County Office of Education, and MACSA to build new quality day care spaces. In Fiscal Year 2006-07, between new development and improved existing spaces in both preschools and family home care centers, 447 quality new spaces were created.

On May 5, the third annual Smart Start conference was held in conjunction with the Santa Clara County Office of Education. Over 420 educators and parents attended workshops on improving early care and education practices and new developments in early education. On April 28<sup>th</sup> the 19<sup>th</sup> annual Children's Faire was held in Discovery Meadow near the Children's Discovery Museum, with 4,000 parents and children attending. The library completed its fifth year of the 10-month tuition-free Family Care Training Program for people interested in opening up their own family care homes. Through CDBG funding, 52 participants completed the program, a 17% increase from last year.

The Books for Little Hands program provides significant professional development services to early childhood educators by providing book bags with picture books and curriculum resource idea kits on over 25 topics supporting early literacy skill development. This year, 3,223 parents and their children attended 57 early literacy workshops offered by our program. In total, more than 17,500 parents, children, and educators from more than 500 child care centers were served by Books for Little Hands. For the Summer Reading Celebration this last year, the Library, for the first time, created an Adult Summer Reading Program. 811 adults participated, reading 2836 books. One adult shared that she used to participate as a child, and was sad to grow up and be too old to participate. For youth, the theme was *Get A Clue @ Your Library*. 24,082 people participated in the program, which was down slightly from last year's approximately 25,000 participants. Storytime program and attendance continue to increase. In the last year, we saw a 9.8% increase of 96,553 children at 2,711 storytimes, up 14%.

Partners in Reading receives supplemental State funding to support adult literacy. In Fiscal Year 2006-2007 the program also received funding for two AmeriCorps volunteers to help with small group tutoring and also learning through technology resources. This past year the program started focusing on literacy workshops based on life skills such as opening a small business, health, and cooking. These have been very successful, and this model will be continued in the next year. The number of learners has remained virtually the same, at 151, and a slight increase of tutors, 148, compared to 143 last year. Each year the learners produce a book of their writings. In 2006, *Hopes, Wishes and Dreams* included writings from 30 learners.

In January 2007 the Hillview Branch opened. This is the third branch with a Family Learning Center (FLC). Both Tully and Alum Rock currently have FLCs. Areas of the City which have a combination of high immigration, low educational levels and low income receive FLCs, where dedicated staff help to collaborate with local agencies for targeted service. In a typical month, ESL classes are offered five days a week, with over 600 participants. Similarly, at citizenship classes, over 100 people attend each month. The Hillview Branch, along with the other outlets, offers books, audio and visual materials and software. In Fiscal Year 2006-07, Rosetta Stone, a popular software for learning languages, was purchased for all 3 FLCs to help customers improve their English skills.

Other branches without FLCs also participate in outreach. Many of our branches offer Internet classes in languages such as Chinese, Vietnamese and Spanish. Within the last year, 12 branches have implemented ESL conversation clubs, where non-native speakers can practice speaking English in a conversational setting.

**Library Parcel Tax**

San Jose Public Library staff and the residents of San Jose enjoy the positive benefits and contributions from special funding each and every day. Improved facilities, enhanced library technology, additional computers for public use, and an ample supply of new materials for circulation are visible reminders of the Library's effective and efficient use of these funds. Approximately forty percent of the book and other materials budget and one out of eleven FTE library positions are paid for from these supplemental funds. Over time, about 50% of the public and staff PC's and supporting software and networks have been paid for by special funds.

The Parcel Tax commits funding through 2014-2015 to maintain and enhance Library service and facilities. In the first year, the initial tax rate remained unchanged from the Benefit Assessment District rate of \$25 per residential parcel with various adjustments for multifamily residential, commercial and other uses. Beginning in year two, the tax rate is adjusted for inflation, capped at a maximum of 3% annually. In Fiscal Year 2006-2007 the tax rate increased 2% and roughly \$6.5 million was collected in revenue. With this funding, over 40 FTE library positions and approximately 120,000 of the 292,608 items purchased for the library were paid for by the Library Parcel Tax.

**Comparison to Other Libraries**

Compared to the other large California municipal libraries and to the Santa Clara County Library (serving most of the smaller cities surrounding San Jose), San Jose has high use but low per capita operating budget and low staffing levels. San Jose has an operating income per capita of only \$37.45 but a circulation per capita of 15.16. With 18 total outlets and a total FTE (full time equivalent) staff of 336.89 the San Jose population has one FTE staff for every 2,831 residents. Therefore, as San Jose's circulation continues to climb, operating budget and staffing remain below that of the other large California municipal libraries.

<b>Library Comparison</b>							
(California Library Statistics 2005-2006 data)							
	Population	Operating Income Per Cap	Library Holdings Per Capita	Circulation Per Capita	Population Served/ FTE Staff	Total FTE	Total Outlets
Oakland	431,291	\$54.08	2.85	5.37	1,760	245.01	18
San Diego	1,311,162	\$30.97	2.60	5.34	3,093	423.96	36
San Francisco	798,680	\$81.12	2.71	9.34	1,258	634.78	32
<b>San Jose</b>	<b>953,679</b>	<b>\$37.45*</b>	<b>2.18</b>	<b>15.16</b>	<b>2,831</b>	<b>336.89</b>	<b>18</b>
Santa Clara Co.	412,132	\$72.19	3.76	22.95	1,665	247.50	10

\*San Jose income per capita numbers include general fund, grants, and parcel tax

## **Conclusion**

Based on a review of the above information, the San Jose Public Library services and facilities continue to deliver to our community. System-wide circulation has tripled since 1994-95 to an amazing 14,060,019 items borrowed in 2006-2007. The King Library remains a focal point in the community. New branches are opening or under construction, and customer satisfaction remains very positive; 88% of library customers surveyed in June 2007 rated library services excellent or very good. The King Library, new branches, and Libraries~San Jose Way have led to San Jose Public Library's current high profile among large urban libraries. In addition, SJPL staff have been honored with and hold leadership roles in professional associations such as Urban Library Council, Jane Light; California Library Association, Ned Himmel and Gordon Yusko; and California Child Development Administrators Association, Dawn Perry.

Programming at the branch level has become increasingly popular as well. A major program series that came to our libraries in 2006-07 from a grant funded through the State Library was Viet Reads. This program, presented at the King Library and 3 branches, featured Vietnamese authors and speakers on a wide range of topics of interest to the community. Citizenship and improved living skills information were also featured. Also, February 1<sup>st</sup>, 2007 marked the date of the community-wide program kick-off for *Silicon Valley Reads!* which showcased the controversial book, The Tortilla Curtain by T. Correghegan Boyle. This novel focuses on disparity between wealthy suburban insular communities and the plight of immigrant labor trying to find better lives in the United States. The event, now in its 5<sup>th</sup> year, featured programs at the King Library and various San José branch libraries as part of a month-long series of thirty events held throughout Santa Clara County.

The department staff is proud of its innovations and creativity in becoming more efficient, but they can only provide current levels of service to the community with support from General Fund resources. San Jose continues to lag behind other large municipal libraries in California in terms of staffing levels and operating expenditures per capita. It is the efforts of the library's dedicated staff that have maintained a high level of services and customer satisfaction during this long period of rapid growth in use of the library.

The Library Department has been amazingly resourceful in figuring out how to provide excellent library services with limited budgets, but will not be able to restore more hours of service without additional dollars. Any further reductions in General Fund budget support will result in reduced open hours and/or days of service. As the base number of branches increase when Bond funded projects are completed and the size of rebuilt existing libraries doubles or triples, additional staff resources will continue to be a necessary budget addition each year until build-out is completed. Recently, the City Council adopted a service goal of "Full funding for parks and library maintenance"; more discussion of how to define and describe what this means will take place in the coming year.

This last fiscal year has been an exciting time in San Jose Public Library history and 2007-08 will continue the excitement. One new Bond funded branch will open, three branch libraries under construction will be completed by the end of the year and added technology allows us to better respond to community demand. Continuing budget concerns will continue to require difficult decision-making as Library management addresses growing community demands, opening new facilities with adequate

staffing, adequate funding for FF&E (furnishings, fixtures and equipment) and library materials, and maintaining services and hours that residents are accustomed to and expect. We look forward to providing excellent and responsive service to all.

### **EVALUATION AND FOLLOW-UP**

The report does not address specific performance measures, but puts them in the context of service provision and usage. The Fiscal Year 2007-2008 Annual Library Usage report will be reported to Council at a similar time next year.

### **PUBLIC OUTREACH/INTEREST**

- Criterion 1:** Requires Council action on the use of public funds equal to \$1 million or greater. **(Required: Website Posting)**
- Criterion 2:** Adoption of a new or revised policy that may have implications for public health, safety, quality of life, or financial/economic vitality of the City. **(Required: E-mail and Website Posting)**
- Criterion 3:** Consideration of proposed changes to service delivery, programs, staffing that may have impacts to community services and have been identified by staff, Council or a Community group that requires special outreach. **(Required: E-mail, Website Posting, Community Meetings, Notice in appropriate newspapers)**

This report does not require public outreach.

### **COORDINATION**

This memo was accepted and approved by the San Jose Public Library Commission.

### **CEQA**

CEQA: Not a project.



Jane Light  
Library Director, Library Department

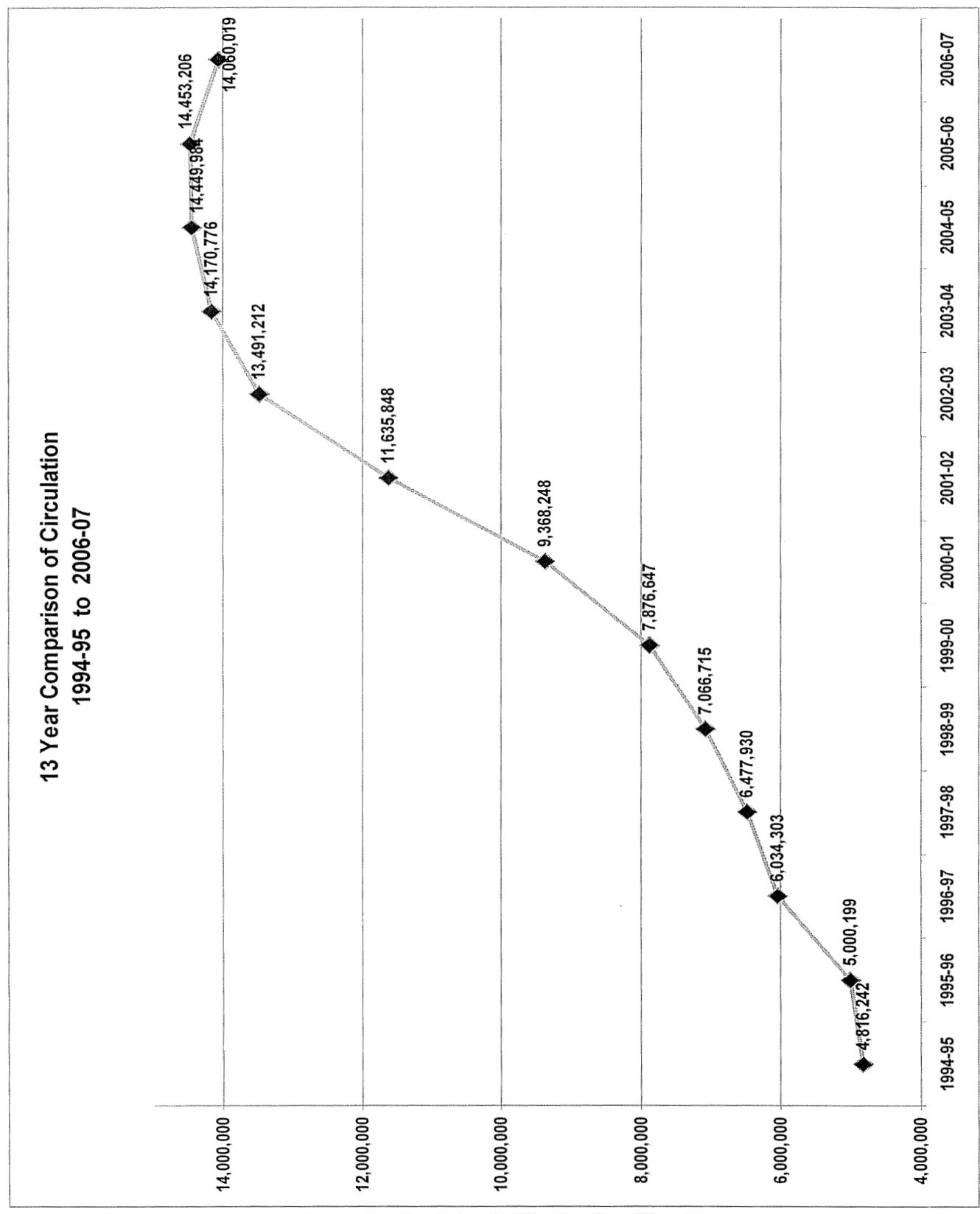
For questions please contact Jane Light, Director, at 408-808-2150.

Attachment A

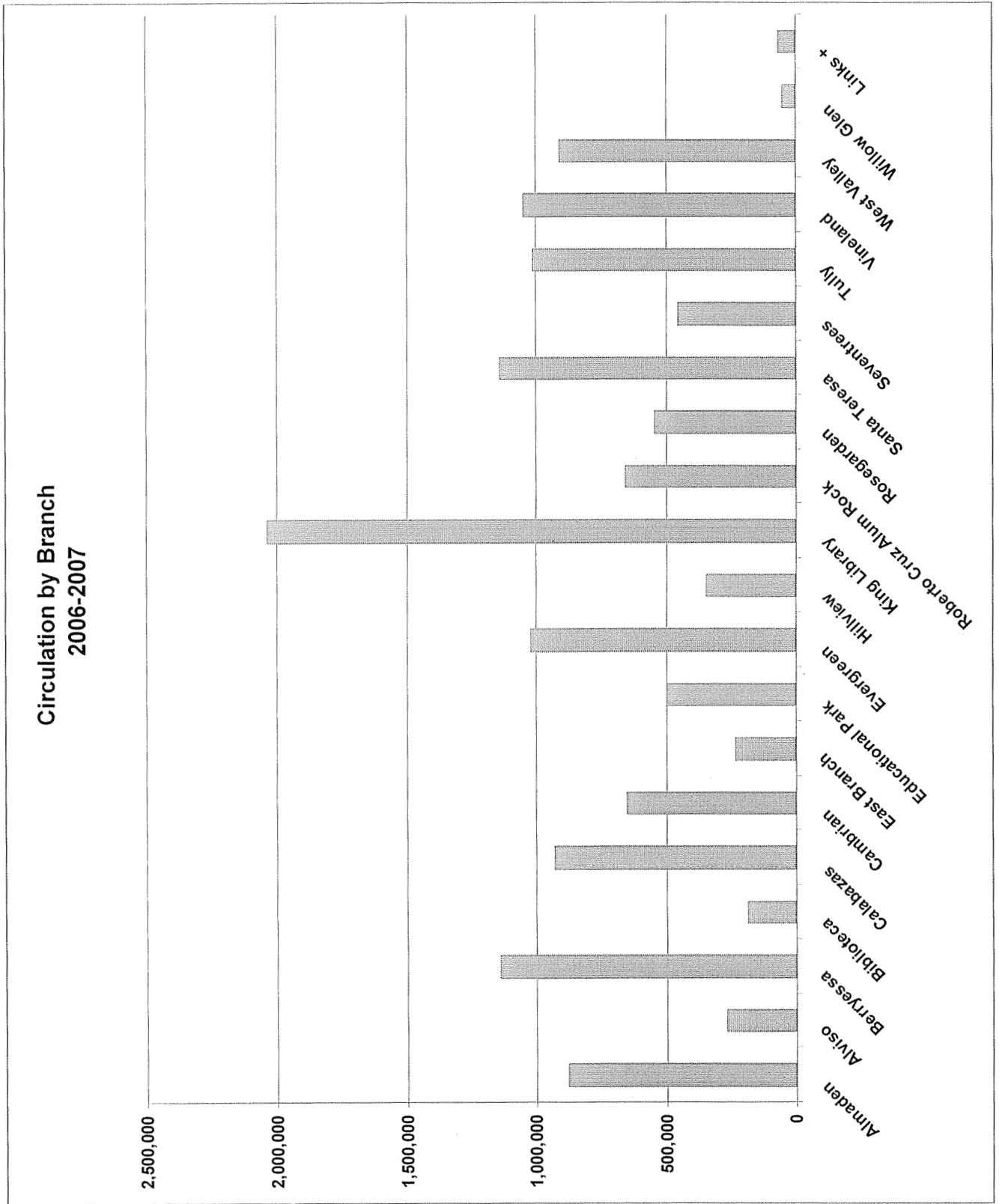
**Thirteen Year Comparison of Annual Service Levels and Usage**  
 (Fiscal Year 1994-95 to 2006-07)  
 2006-07 Circulation, Reference, and Gate Count include San Jose State University

	<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>	<u>2003-04</u>	<u>2004-05</u>	<u>2005-06</u>	<u>2006-07</u>
<b>TOTAL ITEMS ADDED TO COLLECTION</b>	146,174	190,192	261,582	261,934	260,267	269,469	284,185	303,728	316,674	188,890	230,326	217,401	233,024
% of increase/decrease from previous year	3.1%	30.1%	37.5%	0.0%	-0.6%	3.5%	5.5%	6.9%	4.0%	-40.0%	22.0%	-5.0%	7%
<b>ITEMS BORROWED AND OTHER SERVICES</b>													
<b>Items Checked Out</b>	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	14,170,776*	14,449,984*	14,453,206*	14,060,019
% increase/decrease from previous year	0.5%	3.8%	20.7%	7.4%	9.1%	11.6%	18.8%	24.2%	15.9%	5.0%	2.0%	0.0%	-3.0%
PerCapita	5.69	5.89	6.91	7.25	7.77	8.54	10.20	12.68	14.59	15.30	15.30	15.15	14.44
<b>Reference/ Information Questions</b>	644,464	692,513	670,636	643,515	582,736	561,052	412,080	500,345	536,073	529,641*	489,292	568,700	568,833
% increase/decrease from previous year	2.7%	7.5%	-3.2%	-4.0%	-9.4%	-3.7%	-26.4%	21.1%	7.0%	-1.0%	-8.0%	16.0%	0.0%
Per Capita	0.76	0.82	0.77	0.72	0.64	0.61	0.45	0.55	0.58	0.57	0.52	0.60	0.58
<b>Gate Count</b>							5,092,364	5,355,674	5,455,164	6,986,125*	6,930,551*	7,216,944*	7,639,614*
% increase/decrease from previous year							n/a	5.2%	1.8%	28%	-1%	4%	6%
Per Capita							5.54	5.83	5.90	7.54	7.33	7.57	7.85
<b>Programs</b>													
<b>Inside Library (including group visits)</b>													
<b>No. of Programs</b>	2,999	3,093	3,499	3,503	2,909	3,068	3,813	5,114	3,625	4,203	5,850	5,241	8,475
% increase/decrease from previous year	9.1%	3.1%	13.1%	0.1%	-17.0%	5.5%	24.3%	34.1%	-29.0%	16.0%	40.0%	-10.0%	62.0%
<b>Attendance</b>	86,535	98,796	110,573	99,272	89,878	99,127	124,842	112,813	122,875	118,050	132,778	155,001	195,753
% increase/decrease from previous year	5.2%	14.2%	11.9%	-10.2%	-9.5%	10.3%	25.9%	-9.6%	8.9%	-4.0%	12.0%	16.0%	26.0%
<b>Outside Library</b>													
<b>No. of Programs</b>	127	324	563	333	947	584	714	526	555	366	306	168	466
% increase/decrease from previous year	-5.9%	155.1%	73.8%	-40.9%	184.4%	-38.3%	22.3%	-26.3%	6.0%	-34.0%	-16.0%	-45.0%	177.0%
<b>Attendance</b>	8,020	24,228	39,692	27,695	25,627	40,775	40,311	30,443	21,648	26,863	18,325	23,610	41,259
% increase/decrease from previous year	8.7%	202.1%	63.8%	-30.2%	7.5%	59.1%	-1.1%	-24.5%	-29.0%	24.0%	-32.0%	29.0%	75.0%
<b>SAN JOSE POPULATION -January 1</b>	845,991	849,363	873,286	893,969	909,062	923,600	918,800	917,971	925,000	926,200	945,000	953,700	973,600
% increase/decrease from previous year	1.3%	0.4%	2.8%	2.4%	1.7%	1.6%	-0.5%	-0.1%	0.8%	0.1%	2.0%	1.0%	2.0%
<b>HOURS OPEN PER WEEK</b>	991	991	991	991	991	1,005	1,005	1,005	1,005	956	846	861	908
<b>TOTAL BUDGETED STAFF (FTE)</b>	288.00	318.10	318.10	318.43	338.98	342.48	345.63	359.63	360.13	351.73	330.22	336.89	365.99

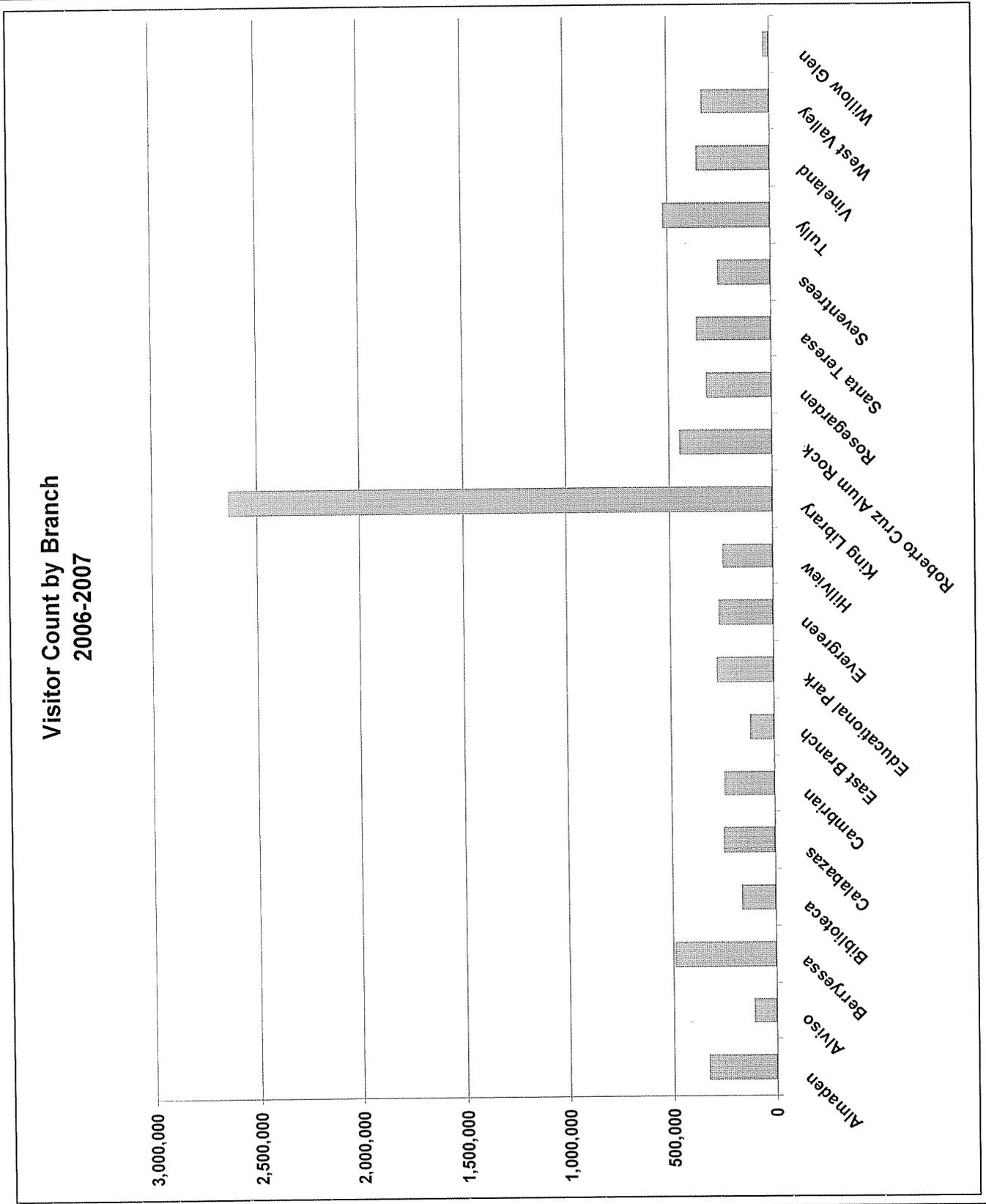
Attachment B



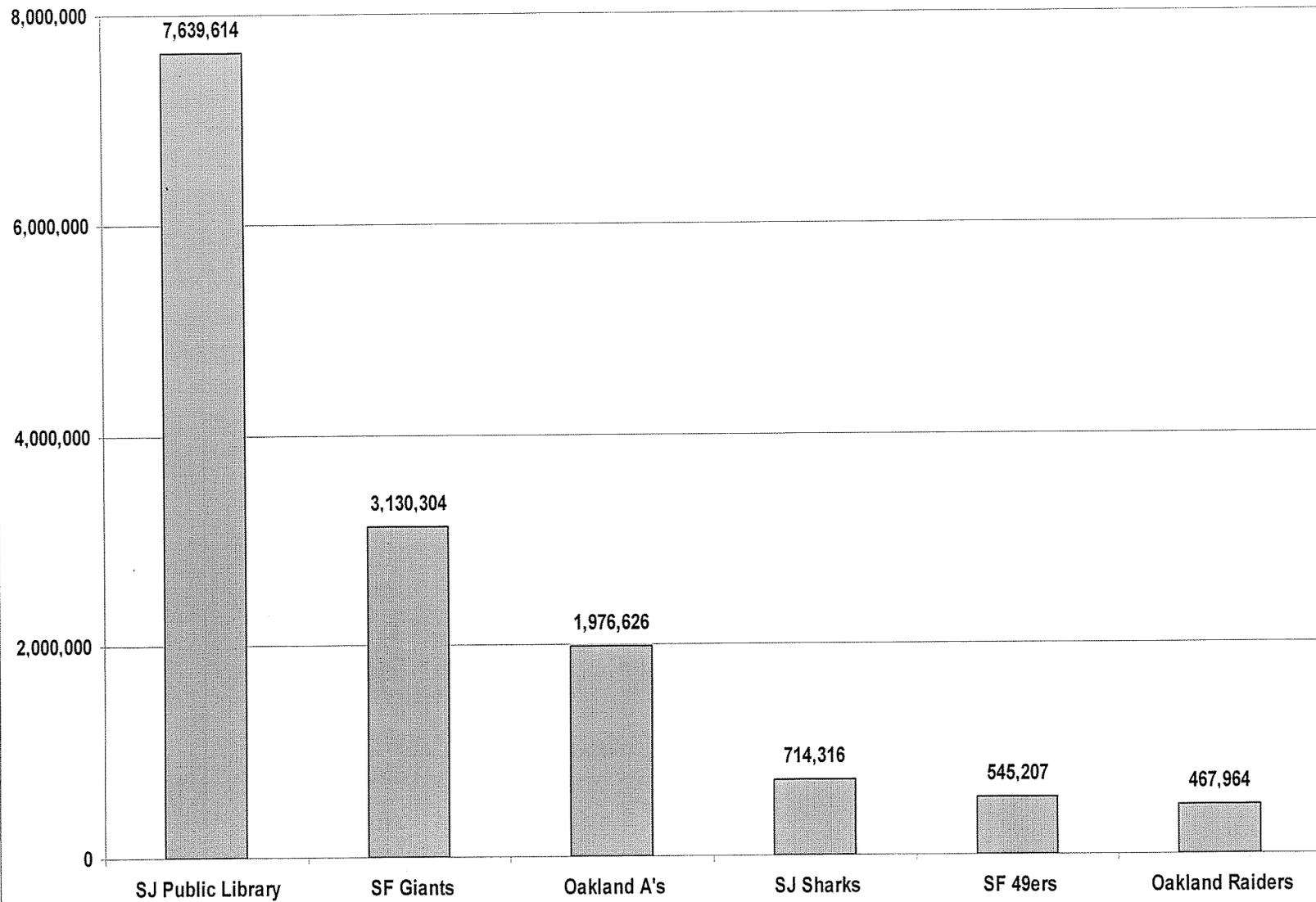
Attachment C



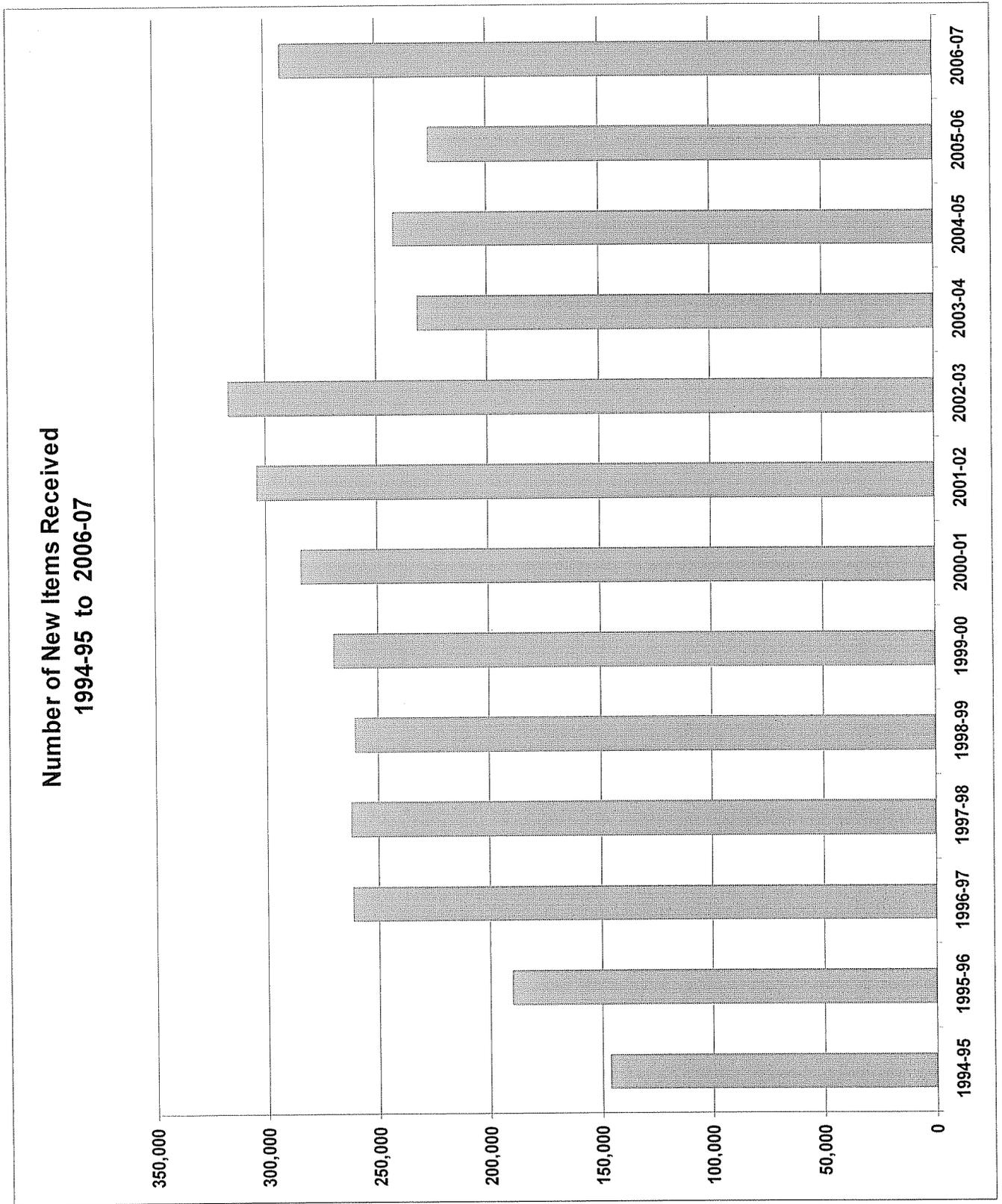
Attachment D



San Jose Public Library Visitors Compared to Bay Area Sports Attendance in 2006



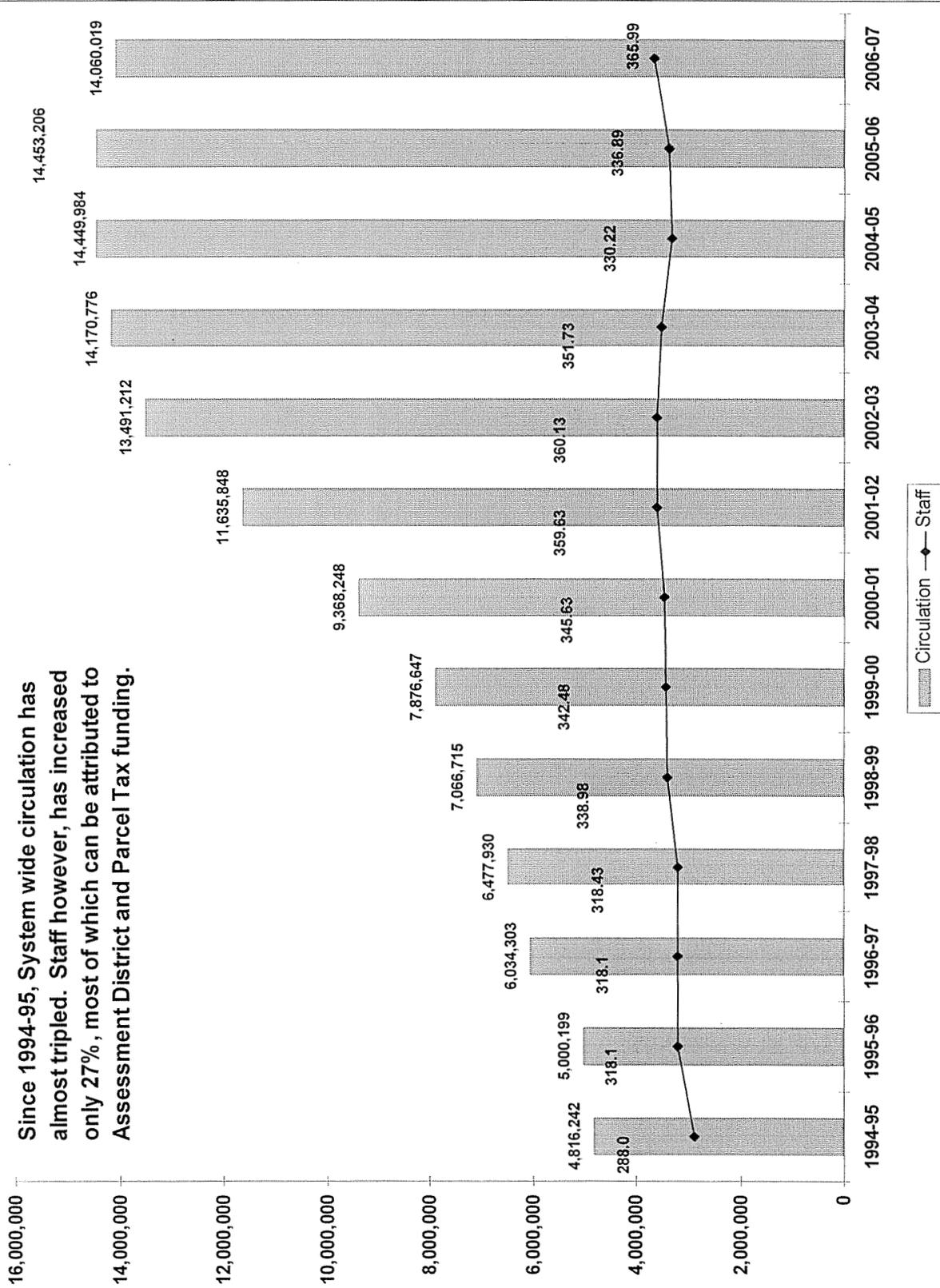
Attachment F



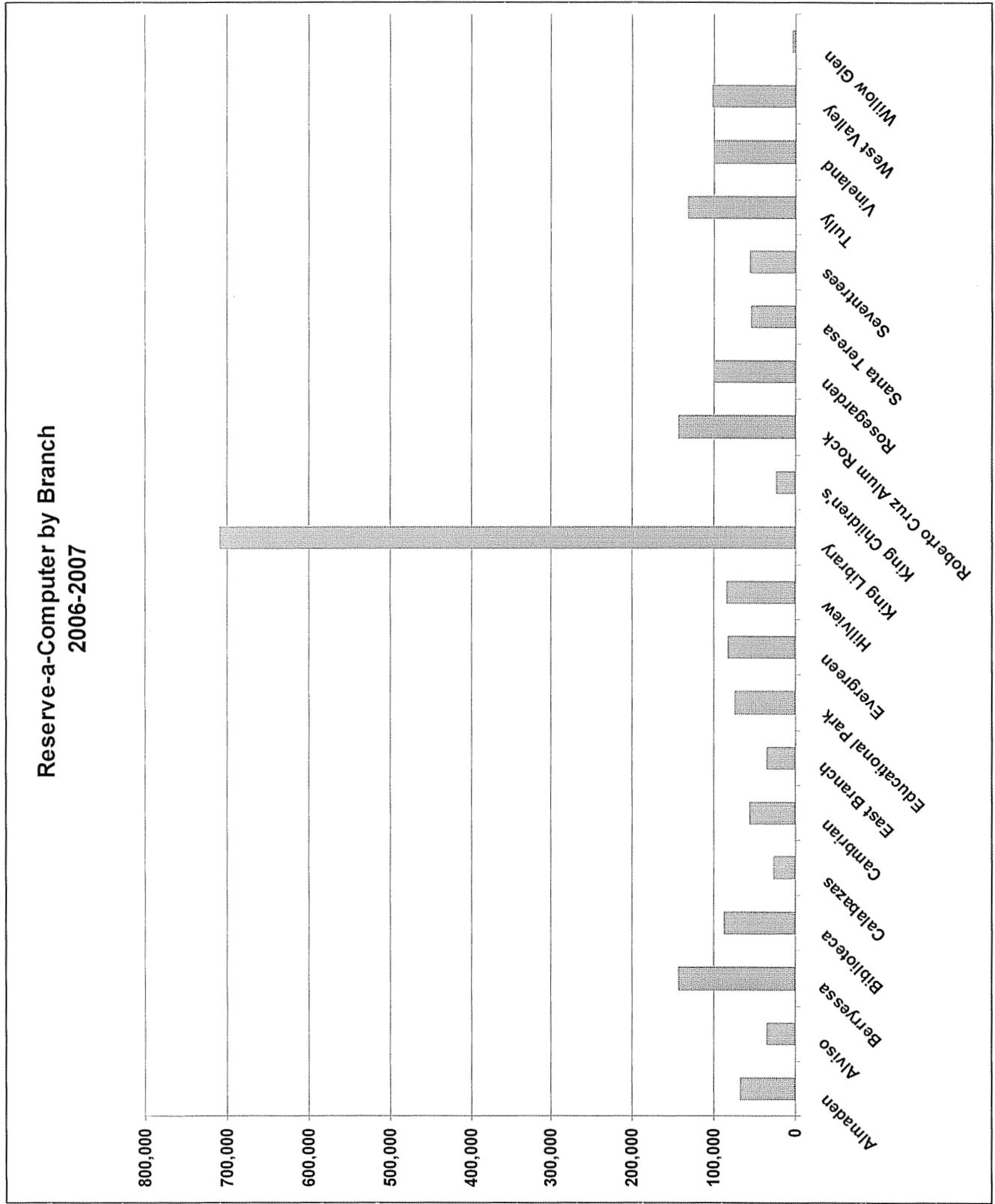
Attachment G

**System Circulation and Staffing 1994-95 to 2006-07**

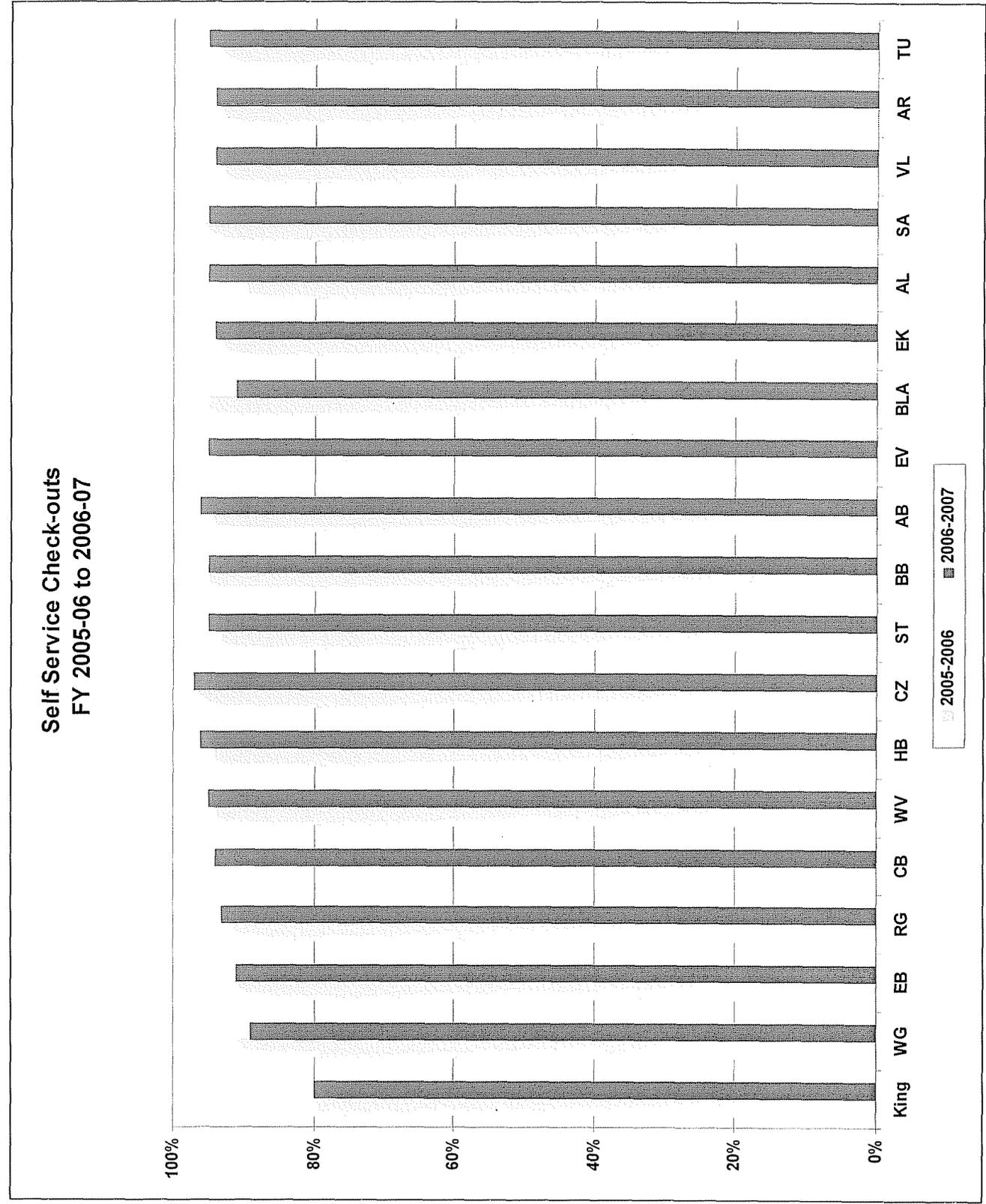
Since 1994-95, System wide circulation has almost tripled. Staff however, has increased only 27%, most of which can be attributed to Assessment District and Parcel Tax funding.



Attachment H



Attachment I



# Libraries ~ San Jose Way - clients -

## NORTH/WEST

- ★ Seattle Public Library, WA
- ★ Spokane Public Library, WA
- King County Library System, WA
- Multnomah County Library, OR
- Teton County Library, WY
- Kalispell County Library, MT
- Las Vegas County Library, NV

## CENTRAL/EAST

- ★ Milwaukee Public Library, WI
- ★ Minneapolis Public Library, MN
- ★ Indianapolis Marion County Public Library, IN
- Carnegie Library of Pittsburgh, PA
- Brooklyn Public Library, NY

## CALIFORNIA

- ★ Alameda County Library, CA
- ★ Contra Costa County Library, CA
- ★ Fresno County Public Library, CA
- ★ Long Beach Public Library, CA
- ★ Oakland Public Library, CA
- ★ Palo Alto City Library, CA
- ★ Sacramento Public Library, CA
- ★ San Luis Obispo City-County Library, CA
- ★ San Mateo County Library, CA
- Burlingame Public Library, CA
- Cerritos Library, CA
- Hayward Public Library, CA
- Los Gatos Public Library, CA
- Redwood City Public Library, CA
- San Bruno Public Library, CA
- San Francisco Public Library, CA
- San Leandro Public Library, CA
- Santa Clara County Library, CA
- Solano County Library, CA
- Sonoma County Library, CA
- UC Santa Cruz Library, CA

## SOUTH

- ★ Austin Public Library, TX
- ★ Harris County Public Library, TX
- Tulsa City-County Library, OK
- Broward County Library, FL

## LIBRARY CONSULTANTS

### INTERNATIONAL

- Aarhus Public Libraries, Denmark
- Dr. Kaoru Nishikawa of Yamato Associated Architecture and Tokyo Gakugei University, Japan

- ★ Group 4 Architecture, Research + Planning, Inc.
- ★ Limbacher & Godfrey Architects, TX
- Gail McGovern, Library Consultant
- Jeanne Goodrich, Library Consultant
- Joan Frye Williams, Library Consultant
- Katherine Page Associates, Library

Denmark

Japan

