

# 120 - PUBLIC LIBRARY

## Operational Summary

### Mission:

To enhance the quality of life for County residents by offering access to information and other resources for leisure opportunities, learning, business and community interaction.

### Strategic Goals:

- Provide opportunities for the population to meet their learning and leisure needs through a variety of media and delivery systems.
- Promote and facilitate community interaction in learning, cultural and recreational activities.

### Key Outcome Indicators:

Performance Measure	2003 Business Plan Results	2004 Business Plan Target	How are we doing?
<b>CUSTOMER SATISFACTION AND UTILIZATION OF LIBRARY SERVICES</b> <b>What:</b> Measures use of library products and services. Measures use of technology <b>Why:</b> Quantifies delivered service Identifies ROI in technology	6,875,502 items borrowed (+6%); 144,173 children attended programs (+9%); 450,000 hours of internet access provided(+5%); 440,000 remote website connections (+11%)	7,013,012 items borrowed(+2%); 148,498 children attend programs (+3%); 475,000 hours of internet access provided (+5.5%); 485,000 remote website connections (+10%)	Items borrowed and children attended programs are increasing. Public response for use of new information technology is exceeding our projections.
<b>PROGRESS IN CONSTRUCTING LIBRARY FACILITIES ON SCHEDULE AND WITHIN BUDGET</b> <b>What:</b> Measures our ability to complete construction plans providing facilities for library activity <b>Why:</b> Growing population requires increased library infrastructure	Began bid process for Wheeler Ranch July 2004. Opened Ladera Ranch September 2003.	Open Wheeler Ranch January 2006.	Ladera Ranch opened in September 2003. Wheeler Ranch will open in January 2006.

### FY 2003-2004 Key Project Accomplishments:

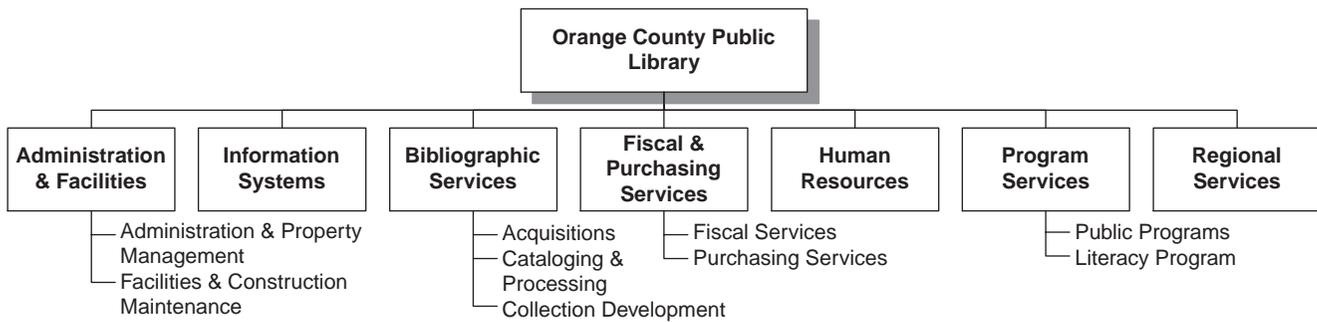
- 6,875,502 items borrowed, a 6% increase.
- 144,173 children attended programs, a 9% increase.450,000 hours of internet access provided to the public, a 5% increase. 440,000 remote website connections, a 11% increase.
- Opened Ladera Ranch branch in September 2003.

### At a Glance:

Total FY 2003-2004 Actual Expenditure + Encumbrance:	31,667,694
Total Final FY 2004-2005 Budget:	30,511,634
Percent of County General Fund:	N/A
Total Employees:	422.00



## Organizational Summary



**ADMINISTRATION & FACILITIES** - Manages maintenance and construction of all library facilities, real estate functions, overall administrative coordination, delivery service, warehouse operations, and support for the Library Advisory Board.

**INFORMATION SYSTEMS** - Provides support, planning and management of all library computer systems including internal operations network, interfaces with other County systems, circulation and other internal mainframe functions, patron access catalog and remote access databases, public and staff internet access, and library web site.

**BIBLIOGRAPHIC SERVICES** - Manages evaluation and selection of books, databases, periodicals and all other library materials, orders and receives all new materials, catalogs and processes new materials for use in libraries and repairs damaged materials.

**FISCAL & PURCHASING SERVICES** - Manages the overall financial operations of the Library, including the budget, purchasing, developer agreement management, operational allocation process, payroll and accounts payable.

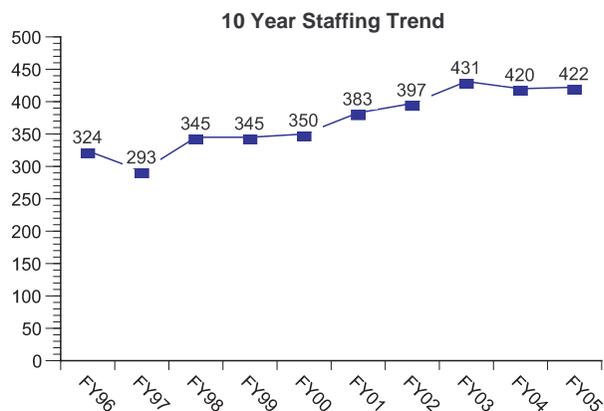
**HUMAN RESOURCES** - Manages all personnel and HR functions including recruitments, Performance Incentive Program coordination, staff training, disciplinary actions and departmental Labor Management Committee.

**PROGRAM SERVICES** - Provides coordination of Childrens' Services program systemwide, public relations, Orangewood Childrens' Home Library, Adult Literacy program and Adult Services planning.

**REGIONAL SERVICES** - Manages operations of 29 branch libraries, public services provided in libraries, and coordination of construction/renovation projects.

**COUNTY LIBRARIAN** - Provides overall management of department and serves as staff to Library Advisory Board.

### Ten Year Staffing Trend:



### Ten Year Staffing Trend Highlights:

- Staffing generally decreased until FY 97-98 because of the loss of funds due to the ERAF shift. Staffing has expanded starting in FY 97-98 with the addition of more days per week of public service at all branch libraries, with the assumption of the decentralized functions of Human Resources, Purchasing, Facilities maintenance and construction and the addition of new libraries in Aliso Viejo, Costa Mesa, Laguna Hills, Foothill Ranch and Ladera Ranch which opened in September 2003. A net reduction of 10 positions in FY 2003-04 from the Final Budget in FY 2002-03 was used to help

offset a reduction in State Public Library Fund revenue. The requested addition of 2 position for FY 2004-05 is to prepare for the opening of Wheeler Ranch.

### Changes Included in the Base Budget:

Included for the base budget is a full year of operating expenses for the Ladera Ranch branch which opened mid-year in September 2003.

## Budget Summary

### Plan for Support of the County's Strategic Priorities:

The Orange County Public Library will continue to work with the Library Advisory Board to provide and develop services responsive to the communities we serve. Staff will continue to implement and refine the organizational measurement program (ROG) and the employee pay for performance program (PIP). In line with the Strategic Plan, the Library will continue to operate solely through dedicated Library Fund revenue sources, maintaining a Net County Cost of zero.

### Approved Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
<b>Add 1 Branch Librarian and 1 Librarian - Wheeler Branch Library (FY 04-05) Amount:\$ 0</b>	Add 1 Branch Librarian and 1 Librarian for the Wheeler Branch Library (FY 04-05).	The Branch Librarian and Librarian will prepare for the opening of the Wheeler Branch Library.	120-429

### Final Budget and History:

Sources and Uses	FY 2002-2003	FY 2003-2004	FY 2003-2004	FY 2004-2005	Change from FY 2003-2004	
	Actual Exp/Rev	Budget As of 6/30/04	Actual Exp/Rev <sup>(1)</sup> At 6/30/04	Final Budget	Amount	Percent
Total Positions	-	420	420	422	2	0.48
Total Revenues	30,398,104	31,809,959	31,924,581	30,511,634	(1,412,947)	-4.43
Total Requirements	28,119,564	31,809,959	31,949,308	30,511,634	(1,437,674)	-4.50
FBA	2,278,540	0	(24,726)	0	24,726	-100.00

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2003-04 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Public Library in the Appendix on page 529.

### Highlights of Key Trends:

- Utilization of services and resources by the public continues to increase. Circulation count of items borrowed from libraries is expected to set an all time record of some 6.9 million items borrowed in FY 2003-04. An increase of 2% is expected for FY 2004-05.
- Access to library collection, databases and services from remote locations via the library website are increasing significantly as more functionality is added to the site; an expected increase of 11% for FY 2003-04 and another 10% for FY 2004-05.



## Budget Units Under Agency Control

No.	Agency Name	Administration & Facilities	Information Systems	Bibliographic Services	Fiscal & Purchasing Services	Human Resources	Program Services	Regional Services	County Librarian	Total
119	Public Library - Capital	3,144,121	0	0	0	0	0	0	0	3,144,121
120	Public Library	5,357,255	1,017,993	4,095,617	1,172,969	343,942	967,418	17,214,451	341,989	30,511,634
	<b>Total</b>	<b>8,501,376</b>	<b>1,017,993</b>	<b>4,095,617</b>	<b>1,172,969</b>	<b>343,942</b>	<b>967,418</b>	<b>17,214,451</b>	<b>341,989</b>	<b>33,655,755</b>

## 120 - PUBLIC LIBRARY

### Summary of Final Budget by Revenue and Expense Category:

Revenues/Appropriations	FY 2002-2003 Actual Exp/Rev	FY 2003-2004 Budget As of 6/30/04	FY 2003-2004 Actual Exp/Rev <sup>(1)</sup> At 6/30/04	FY 2004-2005 Final Budget	Change from FY 2003-2004 Actual	
					Amount	Percent
Taxes	\$ 23,581,869	\$ 25,148,955	\$ 25,445,262	\$ 27,123,462	\$ 1,678,200	6.60%
Fines, Forfeitures & Penalties	8,278	7,500	7,681	8,178	497	6.47
Revenue From Use Of Money And Property	102,067	86,411	87,977	120,600	32,623	37.08
Intergovernmental Revenues	2,090,058	1,266,463	1,291,476	1,456,104	164,628	12.75
Charges For Services	1,163,551	1,051,980	1,052,409	1,173,208	120,799	11.48
Miscellaneous Revenues	285,876	213,150	301,784	251,879	(49,905)	-16.54
Other Financing Sources	2,387,557	1,756,960	1,115,980	0	(1,115,980)	-100.00
Total FBA	911,227	2,278,540	2,278,540	378,203	(1,900,337)	-83.40
Reserve For Encumbrances	(132,378)	0	343,472	0	(343,472)	-100.00
<b>Total Revenues</b>	<b>30,398,104</b>	<b>31,809,959</b>	<b>31,924,581</b>	<b>30,511,634</b>	<b>(1,412,947)</b>	<b>-4.43</b>
Salaries & Benefits	19,834,221	22,086,063	22,086,062	22,247,375	161,313	0.73
Services & Supplies	7,834,331	7,981,145	8,124,185	7,745,576	(378,609)	-4.66
Services & Supplies Reimbursements	0	(110,104)	(110,103)	(130,515)	(20,412)	18.54
Other Charges	409,910	1,852,855	1,840,071	649,198	(1,190,873)	-64.72
Fixed Assets	41,102	0	9,093	0	(9,093)	-100.00
<b>Total Requirements</b>	<b>28,119,564</b>	<b>31,809,959</b>	<b>31,949,308</b>	<b>30,511,634</b>	<b>(1,437,674)</b>	<b>-4.50</b>
<b>Balance</b>	<b>\$ 2,278,540</b>	<b>\$ 0</b>	<b>\$ (24,726)</b>	<b>\$ 0</b>	<b>\$ 24,726</b>	<b>-100.00%</b>

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2003-04 Actual Expenditure + Encumbrance included in the "At a Glance" section.

### Final Budget Summary of Administration & Facilities:

Revenues/Appropriations	FY 2002-2003 Actual Exp/Rev	FY 2003-2004 Budget As of 6/30/04	FY 2003-2004 Actual Exp/Rev <sup>(1)</sup> At 6/30/04	FY 2004-2005 Final Budget	Change from FY 2003-2004 Actual	
					Amount	Percent
Revenue From Use Of Money And Property	\$ 26,266	\$ 0	\$ 34,958	\$ 0	\$ (34,958)	-100.00%
Charges For Services	791	0	680	0	(680)	-100.00
Other Financing Sources	0	0	515,980	0	(515,980)	-100.00
<b>Total Revenues</b>	<b>27,057</b>	<b>0</b>	<b>551,618</b>	<b>0</b>	<b>(551,618)</b>	<b>-100.00</b>
Salaries & Benefits	1,165,978	1,441,300	1,385,265	1,433,927	48,662	3.51
Services & Supplies	2,816,070	3,166,190	3,548,455	3,407,114	(141,341)	-3.98
Services & Supplies Reimbursements	0	(110,104)	(110,103)	(130,515)	(20,412)	18.54



### Final Budget Summary of Administration & Facilities:

Revenues/Appropriations	FY 2002-2003 Actual Exp/Rev	FY 2003-2004 Budget As of 6/30/04	FY 2003-2004 Actual Exp/Rev <sup>(1)</sup> At 6/30/04	FY 2004-2005 Final Budget	Change from FY 2003-2004 Actual	
					Amount	Percent
Other Charges	407,250	849,957	837,791	646,729	(191,062)	-22.81
Fixed Assets	24,152	0	9,093	0	(9,093)	-100.00
<b>Total Requirements</b>	<b>4,413,451</b>	<b>5,347,343</b>	<b>5,670,500</b>	<b>5,357,255</b>	<b>(313,245)</b>	<b>-5.52</b>
<b>Balance</b>	<b>\$ (4,386,394)</b>	<b>\$ (5,347,343)</b>	<b>\$ (5,118,883)</b>	<b>\$ (5,357,255)</b>	<b>\$ (238,372)</b>	<b>4.66%</b>

### Final Budget Summary of Information Systems:

Revenues/Appropriations	FY 2002-2003 Actual Exp/Rev	FY 2003-2004 Budget As of 6/30/04	FY 2003-2004 Actual Exp/Rev <sup>(1)</sup> At 6/30/04	FY 2004-2005 Final Budget	Change from FY 2003-2004 Actual	
					Amount	Percent
Salaries & Benefits	\$ 667,226	\$ 698,118	\$ 755,689	\$ 736,641	\$ (19,048)	-2.52%
Services & Supplies	282,746	237,259	215,096	281,352	66,256	30.80
<b>Total Requirements</b>	<b>949,972</b>	<b>935,377</b>	<b>970,785</b>	<b>1,017,993</b>	<b>47,208</b>	<b>4.86</b>
<b>Balance</b>	<b>\$ (949,972)</b>	<b>\$ (935,377)</b>	<b>\$ (970,785)</b>	<b>\$ (1,017,993)</b>	<b>\$ (47,208)</b>	<b>4.86%</b>

### Final Budget Summary of Bibliographic Services:

Revenues/Appropriations	FY 2002-2003 Actual Exp/Rev	FY 2003-2004 Budget As of 6/30/04	FY 2003-2004 Actual Exp/Rev <sup>(1)</sup> At 6/30/04	FY 2004-2005 Final Budget	Change from FY 2003-2004 Actual	
					Amount	Percent
Salaries & Benefits	\$ 1,648,590	\$ 1,886,045	\$ 1,877,375	\$ 1,965,864	\$ 88,489	4.71%
Services & Supplies	2,619,387	2,695,206	2,520,533	2,129,753	(390,780)	-15.50
<b>Total Requirements</b>	<b>4,267,977</b>	<b>4,581,251</b>	<b>4,397,907</b>	<b>4,095,617</b>	<b>(302,290)</b>	<b>-6.87</b>
<b>Balance</b>	<b>\$ (4,267,977)</b>	<b>\$ (4,581,251)</b>	<b>\$ (4,397,907)</b>	<b>\$ (4,095,617)</b>	<b>\$ 302,290</b>	<b>-6.87%</b>

### Final Budget Summary of Fiscal & Purchasing Services:

Revenues/Appropriations	FY 2002-2003 Actual Exp/Rev	FY 2003-2004 Budget As of 6/30/04	FY 2003-2004 Actual Exp/Rev <sup>(1)</sup> At 6/30/04	FY 2004-2005 Final Budget	Change from FY 2003-2004 Actual	
					Amount	Percent
Salaries & Benefits	\$ 974,681	\$ 1,025,190	\$ 1,057,126	\$ 1,085,591	\$ 28,465	2.69%
Services & Supplies	65,660	71,224	44,943	87,378	42,435	94.42
<b>Total Requirements</b>	<b>1,040,341</b>	<b>1,096,414</b>	<b>1,102,069</b>	<b>1,172,969</b>	<b>70,900</b>	<b>6.43</b>
<b>Balance</b>	<b>\$ (1,040,341)</b>	<b>\$ (1,096,414)</b>	<b>\$ (1,102,069)</b>	<b>\$ (1,172,969)</b>	<b>\$ (70,900)</b>	<b>6.43%</b>

### Final Budget Summary of Human Resources:

Revenues/Appropriations	FY 2002-2003 Actual Exp/Rev	FY 2003-2004 Budget As of 6/30/04	FY 2003-2004 Actual Exp/Rev <sup>(1)</sup> At 6/30/04	FY 2004-2005 Final Budget	Change from FY 2003-2004 Actual	
					Amount	Percent
Salaries & Benefits	\$ 300,706	\$ 330,485	\$ 328,934	\$ 335,831	\$ 6,897	2.10%
Services & Supplies	24,787	11,761	5,969	8,111	2,142	35.88
<b>Total Requirements</b>	<b>325,493</b>	<b>342,246</b>	<b>334,904</b>	<b>343,942</b>	<b>9,038</b>	<b>2.70</b>
<b>Balance</b>	<b>\$ (325,493)</b>	<b>\$ (342,246)</b>	<b>\$ (334,904)</b>	<b>\$ (343,942)</b>	<b>\$ (9,038)</b>	<b>2.70%</b>

## Final Budget Summary of Program Services:

Revenues/Appropriations	FY 2002-2003 Actual Exp/Rev	FY 2003-2004 Budget As of 6/30/04	FY 2003-2004 Actual Exp/Rev <sup>(1)</sup> At 6/30/04	FY 2004-2005 Final Budget	Change from FY 2003-2004 Actual	
					Amount	Percent
Salaries & Benefits	\$ 601,100	\$ 646,975	\$ 641,544	\$ 650,660	\$ 9,116	1.42%
Services & Supplies	237,543	305,311	258,272	316,758	58,486	22.65
<b>Total Requirements</b>	838,643	952,286	899,815	967,418	67,603	7.51
<b>Balance</b>	\$ (838,643)	\$ (952,286)	\$ (899,815)	\$ (967,418)	\$ (67,603)	7.51%

## Final Budget Summary of Regional Services:

Revenues/Appropriations	FY 2002-2003 Actual Exp/Rev	FY 2003-2004 Budget As of 6/30/04	FY 2003-2004 Actual Exp/Rev <sup>(1)</sup> At 6/30/04	FY 2004-2005 Final Budget	Change from FY 2003-2004 Actual	
					Amount	Percent
Charges For Services	\$ 1,160,912	\$ 0	\$ 1,051,258	\$ 0	\$ (1,051,258)	-100.00%
Miscellaneous Revenues	224,450	0	233,590	0	(233,590)	-100.00
<b>Total Revenues</b>	1,385,361	0	1,284,848	0	(1,284,848)	-100.00
Salaries & Benefits	14,192,262	15,739,912	15,691,368	15,712,459	21,091	0.13
Services & Supplies	1,728,719	1,478,611	1,513,706	1,499,523	(14,183)	-0.94
Other Charges	2,660	1,002,898	1,002,280	2,469	(999,811)	-99.75
Fixed Assets	16,950	0	0	0	0	0.00
<b>Total Requirements</b>	15,940,591	18,221,421	18,207,354	17,214,451	(992,903)	-5.45
<b>Balance</b>	\$ (14,555,229)	\$ (18,221,421)	\$ (16,922,506)	\$ (17,214,451)	\$ (291,945)	1.73%

## Final Budget Summary of County Librarian:

Revenues/Appropriations	FY 2002-2003 Actual Exp/Rev	FY 2003-2004 Budget As of 6/30/04	FY 2003-2004 Actual Exp/Rev <sup>(1)</sup> At 6/30/04	FY 2004-2005 Final Budget	Change from FY 2003-2004 Actual	
					Amount	Percent
Taxes	\$ 23,581,869	\$ 25,148,955	\$ 25,445,262	\$ 27,123,462	\$ 1,678,200	6.60%
Fines, Forfeitures & Penalties	8,278	7,500	7,681	8,178	497	6.47
Revenue From Use Of Money And Property	75,801	86,411	53,019	120,600	67,581	127.47
Intergovernmental Revenues	2,090,058	1,266,463	1,291,476	1,456,104	164,628	12.75
Charges For Services	1,848	1,051,980	472	1,173,208	1,172,736	248,529.50
Miscellaneous Revenues	61,426	213,150	68,194	251,879	183,685	269.36
Other Financing Sources	2,387,557	1,756,960	600,000	0	(600,000)	-100.00
Total FBA	911,227	2,278,540	2,278,540	378,203	(1,900,337)	-83.40
Reserve For Encumbrances	(132,378)	0	343,472	0	(343,472)	-100.00
<b>Total Revenues</b>	28,985,686	31,809,959	30,088,116	30,511,634	423,518	1.41
Salaries & Benefits	283,678	318,038	348,762	326,402	(22,360)	-6.41
Services & Supplies	59,419	15,583	17,211	15,587	(1,624)	-9.44
<b>Total Requirements</b>	343,096	333,621	365,973	341,989	(23,984)	-6.55
<b>Balance</b>	\$ 28,642,590	\$ 31,476,338	\$ 29,722,142	\$ 30,169,645	\$ 447,503	1.51%