

# Library Department

## DEPARTMENT PURPOSE

The Los Gatos Library exists to foster curiosity, build community connection, and strives to be at the heart of an engaged and vibrant community. The Library accomplishes these outcomes through:

- **Creating Community Connections** by providing a welcoming space, access to library services beyond the building, forming partnerships with local organizations, providing programming for all ages, and providing ample access to library resources.
- **Building the Next Generation Library User** by focusing on early literacy as well as programs, collections, and services for babies, school-age children, teens, and their parents/caregivers.
- **Embracing Local History** by providing ample access to historical materials, providing quality volunteer programs and trainings, and partnering with local schools and NUMU.
- **Enhancing Collections and Technology** by continually assessing library use, trends, and new technologies.
- **Engaging the Library Staff Team** by focusing on staff development, training opportunities, sharing ideas at every level, and collaborating with our local consortiums, state organizations and national organizations.

## BUDGET OVERVIEW

The Library Department budget consists of the Library Administration, Adult Services, Youth Services, and Circulation/System Administrative Programs, as well as five Trust Funds: Library Trust Fund, History Project Trust Fund (included in the Library Trust Fund), the Clellie Ness Trust Fund, Susan McClendon Trust Fund, and the Barbara Jones Cassin Trust Fund. Previous Library Department budgets contained a fifth Program, Cataloging and Acquisitions, that has now been rolled into Circulation/Systems Administration for ease of tracking overlapping functions.

The FY 2021/22 budget contains belt-tightening cuts across some programs in anticipation of a revenue shortfall for the Town's General Fund due to impacts of the COVID-19 pandemic. Library Staff has worked conscientiously to identify where cuts could be shouldered for this

## **LIBRARY DEPARTMENT**

fiscal year without affecting service delivery. Reductions are noted in the appropriate program section of this document. It is noted that proposed reductions in expenditures were considered as one-time reductions capable of being absorbed during FY 2021/22 due to continued service limitations related to COVID-19 and that reinstatement of funding in future budget years would be necessary to return to more in-person service delivery post-pandemic.

Customer-focused procedures such as automatically renewing library materials and allowing patrons to replace lost and damaged items with new identical copies that they have sourced themselves has led to a reduction in revenue from fines over the past few fiscal years. In FY 2020/21, Council removed overdue fines completely from the comprehensive fine and fee schedule as overdue fines were costing more in staff time than it was bringing in as revenue.

Personnel hours remain status quo to the previous year's budget. The Library has routine technology replacements this year, including scheduled replacement of all public computers, laptop vending machines, security camera system, and key card lock system. Capital Improvement Program projects include improvements to the front circulation and lobby area of the Library to mitigate noise issues.

**LIBRARY DEPARTMENT**

**ACCOMPLISHMENTS**

<b>Core Goals</b>	<b>Accomplishments</b>
<p><b>Good Governance</b> Ensure responsive, accountable and collaborate government</p>	<ul style="list-style-type: none"> <li>Created internal collections and database training modules which were completed by all staff during limited public operations impacted by COVID.</li> <li>Provided staff opportunities for workshops and training programs provided by the State Library and the Pacific Library Partnership during limited public operations impacted by COVID.</li> <li>Adapted staff workflow to accommodate remote (shelter-in-place/work from home) work including implementing means of internal communication, public communication through routed phones and messaging, remote work equipment and technology, and ergonomic equipment.</li> <li>Applied for and received grant funding to bolster e-book and electronic resource collections.</li> <li>Worked with IT to replace patron self-check machines and staff computers.</li> <li>Worked with PPW to replace carpeting in the Children's Room.</li> </ul>
<p><b>Civic Enrichment</b> Foster opportunities for citizen involvement, and cultural, recreational and individual enrichment</p>	<ul style="list-style-type: none"> <li>Provided access to materials and books during COVID restrictions through multiple mechanisms depending on County restrictions. These included expanding book request and book hold services, patio pick up of materials, patio material browsing, and limited capacity in-building browsing.</li> <li>Provided access to computers and broadband internet consistent with COVID restrictions including patio computer access, lending of laptops, broadband wifi access outside of the library building, patio printing and copying services, and lending of wifi hotspots.</li> <li>Provided remote reference and readers advisory service to the public by off-site/teleworking staff including personalized and curated reading materials selections, and specialized reference assistance via phone, email, and instant messaging/chat.</li> <li>Provided timely information to public regarding voting and elections, COVID benefits, and unemployment benefits.</li> <li>Launched Veterans Connect service in cooperation with the State Library to provide job search and benefits help to veterans.</li> <li>Expanded e-book and electronic resource collections to accommodate expanded use by shelter-in-place members of the public.</li> <li>Continued offering Zipbooks to obtain titles by patron request that were not in our collection.</li> <li>Installed a Storywalk at Oak Meadow Park in cooperation with PPW and a local Eagle Scout.</li> </ul>

 LIBRARY DEPARTMENT 

ACCOMPLISHMENTS

Core Goals	Accomplishments
<p><b>Civic Enrichment</b> Foster opportunities for citizen involvement, and cultural, recreational and individual enrichment</p>	<ul style="list-style-type: none"><li>• Provided outreach and support to local schools including virtual class visits and curation of resources for teachers.</li><li>• Created hands-on activity kits for checkout including robotics kits, art kits, crafting kits, family history archiving kits, game and puzzle kits, and more.</li><li>• Produced multiple virtual and online steaming programs each week for patrons of all age groups including storytimes, author talks, book clubs, writing workshops, music programs, and specialty program for a variety of hobbies and interests.</li><li>• Continued “Retrotech” program to allow the community to digitize old media formats free of charge.</li></ul> <p><b>Equity and Inclusion Efforts</b></p> <ul style="list-style-type: none"><li>• Launched “Represent Los Gatos” to record stories of present and past Town residents of Color that were underrepresented in the Town’s historical archives.</li><li>• Bolstered ebook collections in Spanish and book collections in Spanish, Chinese, Korean and Japanese to meet demand from community.</li><li>• Invited community members to produce special story and song segments in Arabic, Spanish, and Chinese which were included in our regular storytime programs.</li><li>• Began process of re-evaluating the historical archives through an equity and inclusion lens.</li><li>• Produced weekly online bilingual Spanish/English story programs.</li><li>• Hosted book clubs and programs based around subjects of racial justice and inclusivity.</li><li>• Produced curated reading lists and sought out books and materials to assist with engaging the public in dialog regarding equity and inclusivity.</li><li>• Hosted weekly English as a Second Language (ESL) classes.</li></ul>

**LIBRARY DEPARTMENT &**

**ACCOMPLISHMENTS**

Core Goals	Accomplishments
<p><b>Public Safety</b> Ensure public safety through proactive community policing, affective emergency response, and community-wide emergency preparedness</p>	<ul style="list-style-type: none"><li>Worked in conjunction with other Town Departments as part of the EOC team throughout the COVID pandemic.</li><li>Worked with State Library and neighboring library jurisdictions to assess COVID risk and exposure models related to public service operations.</li><li>Designed tiered systems of public service and internal protocols that allowed for rapid change between service levels based on need and risk while confirming with County and State guidelines for operations during COVID.</li><li>Reconfigured library service and worked in collaboration with PPW to institute COVID-safe protocols, including configuration of physical barriers, sanitizing stations, outdoor pick up of materials, quarantining of returned materials, expanded cleaning, upgraded air filtration, and staff scheduling configurations intended to minimize exposure to COVID.</li><li>Provided wi-fi, electrical, and computer access outdoors in a COVID-safe manner to people impacted by wildfire evacuations and power outages.</li><li>Through Human Resources department, provided opportunities for regular COVID testing for all staff.</li><li>Through Town Managers Office, provided opportunities for COVID vaccination for all staff.</li></ul>

## LIBRARY DEPARTMENT

### DEPARTMENTAL SUMMARY OF REVENUES AND EXPENDITURES

	2017/18 Actuals	2018/19 Actuals	2019/20 Actuals	2020/21 Adjusted	2020/21 Estimated	2021/22 Proposed
<b>REVENUES</b>						
Intergovernmental Revenues	\$ 22,200	\$ 12,482	\$ 23,101	\$ 11,022	\$ 11,293	\$ -
Service Charge	-	-	5,137	-	-	-
Fines & Forfeitures	14,496	9,421	6,391	3,000	-	2,000
Other Revenues	35,206	35,055	27,799	35,000	35,000	35,000
<b>TOTAL REVENUES</b>	<b>\$ 71,902</b>	<b>\$ 56,958</b>	<b>\$ 62,428</b>	<b>\$ 49,022</b>	<b>\$ 46,293</b>	<b>\$ 37,000</b>
Transfers In						
Transfers In from Trust(s)	-	-	-	-	-	-
Transfers In from General Fund	-	-	-	-	-	-
Total Transfers In	-	-	-	-	-	-
<b>TOTAL REVENUES &amp; TRANSFERS IN</b>	<b>\$ 71,902</b>	<b>\$ 56,958</b>	<b>\$ 62,428</b>	<b>\$ 49,022</b>	<b>\$ 46,293</b>	<b>\$ 37,000</b>
<b>EXPENDITURES</b>						
Salaries and Benefits	\$ 1,585,959	\$ 1,723,838	\$ 1,834,206	\$ 2,060,308	\$ 1,960,697	\$ 2,134,813
Operating Expenditures	354,356	340,175	338,311	355,822	352,093	327,300
Fixed Assets	-	-	-	-	-	-
Internal Service Charges	588,701	429,606	528,285	541,401	539,988	554,282
<b>TOTAL EXPENDITURES</b>	<b>\$ 2,529,016</b>	<b>\$ 2,493,619</b>	<b>\$ 2,700,802</b>	<b>\$ 2,957,531</b>	<b>\$ 2,852,778</b>	<b>\$ 3,016,395</b>

	2017/18 Actuals	2018/19 Actuals	2019/20 Actuals	2020/21 Adjusted	2020/21 Estimated	2021/22 Proposed
<b>PROGRAM</b>						
Administration	\$ 439,522	\$ 451,284	\$ 469,563	\$ 514,552	\$ 494,999	\$ 532,952
Adult Services	576,961	548,199	544,326	653,511	633,496	681,004
Youth Services	533,279	502,330	510,064	599,182	582,238	622,272
Acquisitions & Cataloging	123,873	-	-	-	-	-
Circulation Services	836,336	969,174	1,149,220	1,179,264	1,135,752	1,180,167
Operating Grant	19,045	22,632	27,629	11,022	6,293	-
<b>TOTAL EXPENDITURES</b>	<b>\$ 2,529,016</b>	<b>\$ 2,493,619</b>	<b>\$ 2,700,802</b>	<b>\$ 2,957,531</b>	<b>\$ 2,852,778</b>	<b>\$ 3,016,395</b>

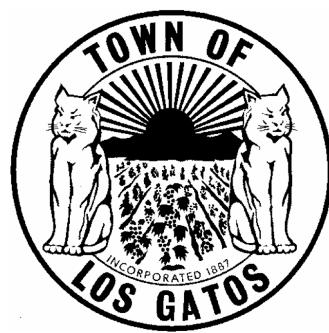
*The above program totals reflect General Fund programs. Additional Library Department programs are reflected in separate Trust Funds following the General Fund portion of this section.*

**LIBRARY DEPARTMENT**

**DEPARTMENT STAFFING**

<b>Full Time Equivalent (FTE)</b>		<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
<i>Town Staff</i>		<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Proposed</b>
Library Director		1.00	1.00	1.00	1.00	1.00
Division Manager		2.00	2.00	2.00	2.00	2.00
Librarian		3.00	3.00	3.00	3.00	3.00
Library Technology Specialist		1.00	2.00	2.00	2.00	2.00
Library Assistant		1.00	-	-	-	-
Library Specialist		0.75	1.75	1.75	1.75	1.75
Customer Service Supervisor		1.00	-	-	-	-
Customer Service Specialist		1.50	1.75	1.75	1.75	1.75
Sr Library Page		1.00	1.00	1.00	1.00	1.00
<b>TOTAL PROGRAM FTE's</b>		<b>12.25</b>	<b>12.50</b>	<b>12.50</b>	<b>12.50</b>	<b>12.50</b>

<b>Temporary Staff Hours</b>		<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
<i>Temporary Staff Hours</i>		<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Proposed</b>
Librarian		1,112	-	-	-	-
Librarian Temp		-	350	350	350	350
Library Clerk		1,300	1,050	1,050	800	800
Library Page		6,344	6,344	6,344	5,300	5,300
CSO Intern		1,040	-	-	-	-
Library Assistant		-	800	800	1,200	1,200
Library Teen Services Specialist		-	750	750	800	800
<b>TOTAL ANNUAL HOURS</b>		<b>9,796</b>	<b>9,294</b>	<b>9,294</b>	<b>8,450</b>	<b>8,450</b>



# **Library Department**

## **LIBRARY ADMINISTRATION PROGRAM 7101**

### **PROGRAM PURPOSE**

The Library Administration Program provides staff support to ensure the development of quality and cost-effective Library services that are responsive to community needs. Library Administration's core services are to provide administrative and managerial oversight for programs and services, clerical and administrative assistance for day-to-day operations, personnel management, purchasing and physical plant maintenance, fiscal management and budget preparation, and support for the Library Board, Friends of the Los Gatos Library Board, and the Arts and Culture Commission.

### **BUDGET OVERVIEW**

The FY 2021/22 Administration budget reflects continued commitment to provide the best customer experience and the best value for the community while operating in a safe manner within State and County COVID guidelines. Customer service and community engagement remain a high priority, as well as ensuring all Library services and programs align with the Library Strategic Plan. Administration staff will continue to work collaboratively with the Friends of Los Gatos Library, a nonprofit organization. In addition, Library staff continues to work to improve partnerships and outreach within our community.

To offset projected revenue reductions to the General Fund due to the COVID pandemic, the FY 2021/22 budget for this program contains reductions to furniture and upholstery replacement, and reductions to staff training and conference budgets. Impacts of these reductions include long term wear and tear on furniture and reduction in ability for staff to participate in professional engagement should in-person training and conference opportunities begin post-COVID.

**LIBRARY DEPARTMENT &  
Library Administration**

**SUMMARY OF REVENUES AND EXPENDITURES**

	<b>2017/18 Actuals</b>	<b>2018/19 Actuals</b>	<b>2019/20 Actuals</b>	<b>2020/21 Adjusted</b>	<b>2020/21 Estimated</b>	<b>2021/22 Proposed</b>
<b>REVENUES</b>						
<i>Intergovernmental Revenue</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Service Charges</i>	-	-	5,137	-	-	-
<i>Fines &amp; Forfeitures</i>	-	-	-	-	-	-
<i>Other Revenues</i>	206	55	1,549	-	-	-
<b>TOTAL REVENUES</b>	<b>\$ 206</b>	<b>\$ 55</b>	<b>\$ 6,686</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Transfers In						
<i>Transfers In from Trust(s)</i>	-	-	-	-	-	-
Total Transfers In	-	-	-	-	-	-
<b>TOTAL REVENUES &amp; TRANSFERS IN</b>	<b>\$ 206</b>	<b>\$ 55</b>	<b>\$ 6,686</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>EXPENDITURES</b>						
<i>Salaries and Benefits</i>	\$ 297,608	\$ 317,795	\$ 343,640	\$ 384,387	\$ 370,134	\$ 411,392
<i>Operating Expenditures</i>	41,195	41,368	40,849	45,000	39,700	33,300
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	100,719	92,121	85,074	85,165	85,165	88,260
<b>TOTAL EXPENDITURES</b>	<b>\$ 439,522</b>	<b>\$ 451,284</b>	<b>\$ 469,563</b>	<b>\$ 514,552</b>	<b>\$ 494,999</b>	<b>\$ 532,952</b>

**LIBRARY DEPARTMENT &  
Library Administration**

**FY 2021/22 KEY PROJECTS**

Core Goals	Key Projects
<p><b>Good Governance</b> Ensure responsive, accountable and collaborate government</p>	<p><b><i>Emergency Community Resources Services</i></b> Maintain and expand COVID specific Library operations in collaboration with neighboring Library jurisdictions.  Evaluate options for using the Library building as a community resource center in emergency situations such as planned safety power outages, or as a heating center and cooling center during weather events.  Work in collaboration with PPW to install backup battery/generator systems in the event of a power outage.  Continue to seek out grant opportunities for library programs.</p>
<p><b>Quality Public Infrastructure</b> Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<p><b><i>Long-term building maintenance</i></b> Make improvements to the circulation area of the Library including installing sound mitigation measures in the lobby and efficiency improvements to the front desk.  Work in collaboration with PPW to update contracts with Lutron, the Library's automated lighting system software, and repair problems associated with the current software.  Work in collaboration with PPW to replace the Library's security camera system and key card system.</p>
<p><b>Community Character</b> Preserve and enhance the appearance character and environment quality of the community</p>	<p><b><i>Arts Commission Projects</i></b> Complete installation of the Gateway project sculpture at Los Gatos Saratoga Rd and the Hwy 17 onramps/offramps.  Begin work on an updated strategic plan for arts in Los Gatos.</p>

**LIBRARY DEPARTMENT &  
Library Administration**

**FY 2021/22 KEY PROJECTS**

Core Goals	Key Projects
<b>Civic Enrichment</b> Foster opportunities for citizen involvement, and cultural, recreational and individual enrichment	<b>Equity and Inclusion Efforts</b> Work in collaboration with the Pacific Library Partnership to produce a Diversity, Equity and Inclusion framework for Libraries in Silicon Valley.

**KEY PROGRAM SERVICES**

- Administers and supervises four operating programs in the Department.
- Provides oversight of day-to-day operations and staffing.
- Prepares and monitors Library Department budget.
- Provides staff support to the Town Library Board, Arts and Culture Commission, and Friends of the Library meetings, programs, and activities.
- Collaborates with area libraries by serving on the Pacific Libraries Partnership Administrative Council and the Silicon Valley Library Cooperative Executive Committee.
- Collaborates with libraries nationwide by serving on national committees.
- Increases public awareness of Town Library services and programs through effective public relations, marketing of Library services, and periodically presenting programs at Library conferences.
- Provides oversight of Library staff training and development.
- Provides oversight and direction for information technology and systems administration developments.

**LIBRARY DEPARTMENT &  
Library Administration**

**ADMINISTRATION PROGRAM STAFFING**

***Full Time Equivalent (FTE)***

<i>Town Staff</i>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Proposed</b>
Library Director	1.00	1.00	1.00	1.00	1.00
Division Manager	0.40	0.40	0.40	0.40	0.40
Library Specialist	0.25	0.25	0.25	0.25	0.25
<b>Total Administration FTEs</b>	<b>1.65</b>	<b>1.65</b>	<b>1.65</b>	<b>1.65</b>	<b>1.65</b>

***Temporary Staff***

<i>Temporary Staff</i>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Proposed</b>
Library Teen Services Specialist	1,040	-	-	-	-
<b>Total Annual Hours</b>	<b>1,040</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**LIBRARY DEPARTMENT &  
Library Administration**

<b>Performance Objectives and Measures</b>	<b>2017/18 Actual</b>	<b>2018/19 Actual</b>	<b>2019/20 Actual</b>	<b>2020/21 Estimated</b>	<b>2021/22 Planned</b>
1. <i>Provide the space, opportunity and support for the Library to be at the heart of an engaged community.</i>					
a. Percentage of customers stating the Library is a significant or very significant part of their community experience:	88%	89%	<i>Public survey not conducted due to COVID</i>	<i>Public survey not conducted due to COVID</i>	90%
<b>Activity and Workload Highlights</b>	<b>2017/18 Actual</b>	<b>2018/19 Actual</b>	<b>2019/20 Actual</b>	<b>2020/21 Estimated</b>	<b>2021/22 Planned</b>
1. Door Count:	276,533	266,537	177,439	<i>Statistic not tracked during COVID modifications</i>	80,000
2. Volunteer hours contributed:	6,990	6,632	4,951	<i>Statistic not tracked during COVID modifications</i>	1,500
3. Virtual visits to the Library: <i>(Virtual Visits to the Library include number of hits to Library site through Civic Plus and direct hits to the Library Catalog)</i>	845,415	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
4. Social media interactions:	11,288	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>

# **Library Department**

## **ADULT SERVICES PROGRAM 7201**

### **PROGRAM PURPOSE**

The Adult Services Program supports library services for adults and seniors. Adult Services anticipates and meets community information needs, providing opportunities for lifelong learning. The Adult Services Program's core services are to provide reference services to all clientele, reader's advisory services, instruction in the use of computer and electronic resources, outreach services in the community, and management of collections, including the local history collection. Maintenance of the Town's Historical Archives also falls under the purview of Adult Services.

### **BUDGET OVERVIEW**

The Adult Services continues to adapt to the changing COVID environment by offering virtual and streaming programs, bolstering electronic materials collections, offering remote reference service, and meeting community and service demands within safety guidelines. The Library continues to evaluate and add new programming for adults with a large focus on technology tutoring, arts programming, author visits and educational workshops. The Library will continue to evaluate and curate a meaningful print and electronic media collection using data from collection management software, in response to changing community needs.

**LIBRARY DEPARTMENT &  
Adult Services**

**SUMMARY OF REVENUES AND EXPENDITURES**

	<b>2017/18 Actuals</b>	<b>2018/19 Actuals</b>	<b>2019/20 Actuals</b>	<b>2020/21 Adjusted</b>	<b>2020/21 Estimated</b>	<b>2021/22 Proposed</b>
<b>REVENUES</b>						
<i>Intergovernmental Revenue</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Service Charges</i>	-	-	-	-	-	-
<i>Fines &amp; Forfeitures</i>	-	-	-	-	-	-
<i>Other Revenues</i>	<u>9,836</u>	<u>35,000</u>	<u>26,250</u>	<u>35,000</u>	<u>35,000</u>	<u>35,000</u>
<b>TOTAL REVENUES</b>	<b>\$ 9,836</b>	<b>\$ 35,000</b>	<b>\$ 26,250</b>	<b>\$ 35,000</b>	<b>\$ 35,000</b>	<b>\$ 35,000</b>
Transfers In	-	-	-	-	-	-
<i>Transfers In from Trust(s)</i>	-	-	-	-	-	-
Total Transfers In	-	-	-	-	-	-
<b>TOTAL REVENUES &amp; TRANSFERS IN</b>	<b>\$ 9,836</b>	<b>\$ 35,000</b>	<b>\$ 26,250</b>	<b>\$ 35,000</b>	<b>\$ 35,000</b>	<b>\$ 35,000</b>
 <b>EXPENDITURES</b>						
<i>Salaries and Benefits</i>	\$ 323,458	\$ 308,250	\$ 319,729	\$ 407,959	\$ 381,643	\$ 432,326
<i>Operating Expenditures</i>	145,931	147,240	139,459	160,000	166,300	160,000
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	<u>107,572</u>	<u>92,709</u>	<u>85,138</u>	<u>85,552</u>	<u>85,553</u>	<u>88,678</u>
<b>TOTAL EXPENDITURES</b>	<b>\$ 576,961</b>	<b>\$ 548,199</b>	<b>\$ 544,326</b>	<b>\$ 653,511</b>	<b>\$ 633,496</b>	<b>\$ 681,004</b>

**LIBRARY DEPARTMENT &  
Adult Services**

**FY 2021/22 KEY PROJECTS**

Core Goals	Key Projects
<p><b>Civic Enrichment</b> Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment</p>	<p><b>COVID-safe Programming and Post-pandemic Programming</b> Continue to offer on-line and virtual programming, producing high quality programs, and work in collaboration with partner organizations for content. Plan for safe transitions to in-person programming when appropriate.</p> <p><b>Alternate Collection Services</b> Continue the State-sponsored Zipbook service to the general public, increasing number of titles requested by the public which are filled.</p> <p>Continue to introduce non-traditional materials for lending for public use, including activity kits and digitization equipment.</p> <p><b>Historical Digitization</b> Working in partnership with <i>California Revealed</i>, a project of the California State Library, to digitize historical materials and make them keyword searchable to the public.</p> <p><b>Equity and Inclusion Efforts</b> Continue work on collecting oral histories of Black, Indigenous, and People of Color (BIPOC) community members through the Library's Represent Los Gatos project.</p> <p>Research past instances of systematic racial exclusion in the history of Los Gatos working towards the production of a historical report.</p> <p>Continue to add to collections in languages other than English to meet changing community needs.</p>

**KEY PROGRAM SERVICES**

**Meeting Information Needs**

- Provides reference service, reader's advisory, tech and computer assistance, and information literacy in person and virtually through virtual meetings, chat, or online resources.
- Maintains vibrant physical and electronic collections.
- Responds to patrons' suggestions for materials to be included in the collection.
- Enriches the local community by being a premier repository for local history materials.

**LIBRARY DEPARTMENT &  
Adult Services**

**Information Technologies and Training**

- Continues to use online and social media counterparts (e.g., Facebook, Instagram) to offer services traditionally available only within the Library's walls.
- Provides access to the Internet and training for the public in basic searching and navigational skills, and more specialized skills such as genealogy searches.
- Maintains a Library mobile application for use with smartphones and mobile devices.

**ADULT SERVICES PROGRAM STAFFING**

**Full Time Equivalent (FTE)**

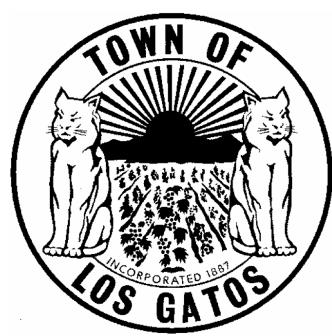
<i>Town Staff</i>	2017/18	2018/19	2019/20	2020/21	2021/22
	Funded	Funded	Funded	Funded	Proposed
Town Librarian	-	-	-	-	-
Division Manager	0.30	0.30	0.30	0.30	0.30
Librarian	1.50	1.50	1.50	1.50	1.50
Library Technology Specialist	0.10	0.70	0.70	0.70	0.70
Library Assistant	0.60	-	-	-	-
Library Specialist	0.15	-	-	-	-
Sr Library Page	0.60	0.60	0.60	0.60	0.60
<b>Total Adult Services FTEs</b>	<b>3.25</b>	<b>3.10</b>	<b>3.10</b>	<b>3.10</b>	<b>3.10</b>

**Temporary Staff**

<i>Temporary Staff</i>	2017/18	2018/19	2019/20	2020/21	2021/22
	Funded	Funded	Funded	Funded	Proposed
Librarian	556	-	-	-	-
Librarian Temp	125	175	175	175	175
Library Assistant	-	400	400	600	600
Library Teen Specialist	-	-	750	800	800
<b>Total Annual Hours</b>	<b>681</b>	<b>575</b>	<b>1,325</b>	<b>1,575</b>	<b>1,575</b>

**LIBRARY DEPARTMENT &  
Adult Services**

Performance Objectives and Measures	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Estimated	2021/22 Planned
1. <i>Manage adult library collections to anticipate and meet community information needs.</i>					
a. Percentage of collection that requires evaluation:	13%	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
2. <i>Provide a variety of programs throughout the year that foster curiosity and community connection.</i>					
a. Percentage of customers rating Library programs as good/excellent:	87%	92%	<i>Public survey not conducted due to COVID</i>	<i>Public survey not conducted due to COVID</i>	95%
3. <i>Assure delivery of quality service to customers.</i>					
a. Percentage of customers rating staff interactions as good/excellent:	94%	92%	<i>Public survey not conducted due to COVID</i>	<i>Public survey not conducted due to COVID</i>	95%
b. Percentage of public contacts received by library that are online vs. through the doors:	70%	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
Activity and Workload Highlights	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Estimated	2021/22 Planned
1. Number of adult reference questions received:	11,148	9,146	12,541	20,000	13,000
2. Reference questions per capita:	0.4	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
3. Hours of service per week at adult services desk:	54	54	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
4. Number of adult programs offered:	99	354	375	120	250
5. Total attendance at adult programs:	835	3,494	2,772	1,800	2,500
6. Total number of adult outreach programs:	8	26	18	0	10
7. Total attendance at adult outreach programs:	207	1,310	1,116	0	500



# **Library Department**

## **YOUTH SERVICES PROGRAM 7202**

### **PROGRAM PURPOSE**

Youth Services supports youth of all ages (newborn babies through high school students) and their families by providing age-appropriate programs, services, materials in support of education and current high-demand, high-interest materials in a variety of formats. Youth Services also creates welcoming environments for children, tweens, and teens that encourage their curiosity, imagination, creativity, and a permanent love of reading. Specialized programming encourages families and communities to read with the children in their lives to demonstrate a commitment to learning and an appreciation of youth. Distinctive programs are provided for children 0 to 14 years of age and teens from 13 to 17 years of age. The purpose of the Youth Services Program is to provide reference, reader's advisory services, computer and electronic resources, youth collections management, a welcoming space, and a variety of programs throughout the year in the Library, at local schools, and in the community.

### **BUDGET OVERVIEW**

Youth Services has adapted to changes and restrictions related to COVID including producing high-quality virtual and online storytimes, activities, and manipulative kits for check out. This fiscal year will continue at the outset with a primary focus on online and virtual programs with transition to in-person programing when considered appropriate and within safety guidelines. The Youth Services Team will continue to work in partnership with local schools, as well as continue to maintain well-rounded collections that fit changing community needs and interests.

**LIBRARY DEPARTMENT &  
Youth Services**

**SUMMARY OF REVENUES AND EXPENDITURES**

	<b>2017/18 Actuals</b>	<b>2018/19 Actuals</b>	<b>2019/20 Actuals</b>	<b>2020/21 Adjusted</b>	<b>2020/21 Estimated</b>	<b>2021/22 Proposed</b>
<b>REVENUES</b>						
<i>Intergovernmental Revenue</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Service Charges</i>	-	-	-	-	-	-
<i>Fines &amp; Forfeitures</i>	-	-	-	-	-	-
<i>Other Revenues</i>	<u>14,066</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>TOTAL REVENUES</b>	<b>\$ 14,066</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Transfers In						
<i>Transfers In from Trust(s)</i>	-	-	-	-	-	-
Total Transfers In	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>TOTAL REVENUES &amp; TRANSFERS IN</b>	<b>\$ 14,066</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>EXPENDITURES</b>						
<i>Salaries and Benefits</i>	\$ 366,914	\$ 358,072	\$ 376,102	\$ 453,523	\$ 437,993	\$ 473,476
<i>Operating Expenditures</i>	56,761	51,280	48,671	60,000	60,000	60,000
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	<u>109,604</u>	<u>92,978</u>	<u>85,291</u>	<u>85,659</u>	<u>84,245</u>	<u>88,796</u>
<b>TOTAL EXPENDITURES</b>	<b>\$ 533,279</b>	<b>\$ 502,330</b>	<b>\$ 510,064</b>	<b>\$ 599,182</b>	<b>\$ 582,238</b>	<b>\$ 622,272</b>

**LIBRARY DEPARTMENT &  
Youth Services**

**FY 2020/21 KEY PROJECTS**

Core Goals	Key Projects
<p><b>Civic Enrichment</b> Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment.</p>	<p><b>COVID-safe Programming and Post-pandemic Programming</b> Continue to produce high quality online and virtual programs for children and families.</p> <p>Transition to in-person programming opportunities when appropriate and within County Public Health safety guidelines.</p> <p><b>Teen Services</b> Resume direct in-person teen services when appropriate and within County Public Health safety guidelines.</p> <p>Continue partnership with Los Gatos High and Fisher Middle School by making new student identification (ID) cards useable as Library cards.</p> <p><b>Equity and Inclusion Efforts</b> Continue to build book collections in languages other than English to meet changing community demands.</p> <p>Continue to produce regular weekly bilingual Spanish/English programming and introduce monthly bilingual Mandarin/English programming to meet community request.</p>

**KEY PROGRAM SERVICES**

**Meeting information needs for children 0 to 17 years of age and their parents**

- Provides reference and reader's advisory services.
- Manages children's and teens' web pages.
- Maintains vibrant and diverse collections for children, teens, and parents/caregivers.
- Responds to patron suggestions for materials to be included in the collection.

**Providing programs to youth**

- Provides year-round programming for infants, toddlers, preschoolers, school-age children, teens, and families.

**LIBRARY DEPARTMENT &  
Youth Services**

**Outreach to youth**

- Raises awareness of youth about collections, services, and programs available at the Library.
- Responds to requests for field trips to the Library and Librarian visits to schools and community events.
- Provides Library access via student ID cards for Los Gatos High School students, Fisher Middle School students, and all public elementary schools in Los Gatos as part of the Student Success Initiative.

**LIBRARY DEPARTMENT &  
Youth Services**

**YOUTH SERVICES PROGRAM STAFFING**

**Full Time Equivalent (FTE)**

<i>Town Staff</i>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Proposed</b>
Division Manager	0.50	0.50	0.50	0.50	0.50
Librarian	1.50	1.50	1.50	1.50	1.50
Library Assistant	0.40	-	-	-	-
Library Technology Specialist	-	0.40	0.40	0.40	0.40
Library Specialist	0.10	-	-	-	-
Sr Library Page	0.40	0.40	0.40	0.40	0.40
<b>Total Youth Services FTEs</b>	<b>2.90</b>	<b>2.80</b>	<b>2.80</b>	<b>2.80</b>	<b>2.80</b>

**Temporary Staff**

<i>Temporary Staff</i>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Proposed</b>
Librarian	556	-	-	-	-
Librarian Temp	125	175	175	175	175
Library Assistant	-	400	400	400	400
Library Teen Specialist	-	750	-	-	-
<b>Total Annual Hours</b>	<b>681</b>	<b>1,325</b>	<b>575</b>	<b>575</b>	<b>575</b>

**LIBRARY DEPARTMENT &  
Youth Services**

Performance Objectives and Measures	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Estimated	2021/22 Planned
1. <i>Provide a variety of programs throughout the year that foster curiosity and community connection.</i>					
a. Percentage of customers rating youth programs as good/excellent:	95%	94%	<i>Public Survey not conducted</i>	<i>Public Survey not conducted due to COVID</i>	95%
2. <i>Assure the delivery of quality service to youth customers.</i>					
a. Percentage of customers rating interactions as good/excellent:	95%	94%	<i>Public Survey not conducted due to COVID</i>	<i>Public Survey not conducted due to COVID</i>	95%
b. Percentage of collection that requires evaluation:	9%	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
Activity and Workload Highlights	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Estimated	2021/22 Planned
1. Number of youth programs per year:	423	428	435	200	300
2. Total attendance at youth programs:	21,934	20,971	21,366	15,000	20,000
3. Annual number of youth reference questions received:	15,243	18,292	14,002	<i>Statistic not tracked during COVID modifications</i>	10,000
4. Hours of public service per week at youth services desk:	74	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
5. Number of teens using library resources per year:	20,653	21,008	14,222	<i>Statistic not tracked during COVID modifications</i>	5,000
6. Number of youth outreach programs:	5	5	5	0	3
7. Total attendance at youth outreach programs:	783	853	971	0	200

# **Library Department**

## **ACQUISITIONS AND CATALOGING PROGRAM 7203**

### **PROGRAM PURPOSE**

The Acquisitions and Cataloging Program was combined with the Circulation and Systems Administration Program (7204) in FY 2018/19 to simplify accounting for largely similar programs.

### **BUDGET OVERVIEW**

All funds previously budgeted to this Program have been incorporated into Program 7204 Circulation and System Administration.

**LIBRARY DEPARTMENT &  
Acquisitions and Cataloging**

**SUMMARY OF REVENUES AND EXPENDITURES**

	<u>2017/18 Actuals</u>	<u>2018/19 Actuals</u>	<u>2019/20 Actuals</u>	<u>2020/21 Adjusted</u>	<u>2020/21 Estimated</u>	<u>2021/22 Proposed</u>
<b>REVENUES</b>						
<i>Intergovernmental Revenue</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Service Charges</i>	-	-	-	-	-	-
<i>Fines &amp; Forfeitures</i>	1,762	(37)	-	-	-	-
<i>Other Revenues</i>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>TOTAL REVENUES</b>	<b>\$ 1,762</b>	<b>\$ (37)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>EXPENDITURES</b>						
<i>Salaries and Benefits</i>	\$ 28,626	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Operating Expenditures</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	<u>95,247</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>TOTAL EXPENDITURES</b>	<b>\$ 123,873</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**FY 2020/21 KEY PROJECTS**

<b>Core Goals</b>	<b>Key Projects</b>
	See Program 7204 Circulation and Systems Administration.

**KEY PROGRAM SERVICES**

See Program 7204 Circulation and Systems Administration

**LIBRARY DEPARTMENT &  
Acquisitions and Cataloging**

**ACQUISITIONS & CATALOGING PROGRAM STAFFING**

***Full Time Equivalent (FTE)***

<i>Town Staff</i>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Proposed</b>
Library Specialist	0.25	-	-	-	-
<b>Total Technical Services FTEs</b>	<b>0.25</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>



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# **Library Department**

## **CIRCULATION AND SYSTEMS ADMINISTRATION PROGRAM 7204**

### **PROGRAM PURPOSE**

The Circulation and Systems Administration Program provides customers with access to a broad range of up-to-date library materials and technology as well as enables customers to access library materials for use outside the Library. This Program additionally manages all automated services and technology systems. Circulation/System Administration's core services are to manage the circulation process, acquisition of new materials, maintain circulation records, and implement and support the Library's computer network, the integrated library automation system, and public Internet access.

### **BUDGET OVERVIEW**

The Library Circulation and Systems Administration program continues to utilize new technologies that meet patrons' expectations for fast, reliable access to information and Library resources as well as continues to implement system enhancements, provide support, and expand print resources and e-Books collections. This past year saw an increasing number of people utilizing the Library's online resources as a result of COVID shelter-place directives, and there is no indication that demand for these resources will subside post-pandemic.

To offset projected revenue reductions to the General Fund due to the COVID pandemic, the FY 2021/22 budget for this program contains reductions to minor database resources that staff found to be statistically underutilized and unneeded as evidenced by current community demand.

**LIBRARY DEPARTMENT &  
Circulation and Systems Administration**

**SUMMARY OF REVENUES AND EXPENDITURES**

	<b>2017/18 Actuals</b>	<b>2018/19 Actuals</b>	<b>2019/20 Actuals</b>	<b>2020/21 Adjusted</b>	<b>2020/21 Estimated</b>	<b>2021/22 Proposed</b>
<b>REVENUES</b>						
<i>Intergovernmental Revenue</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Service Charges</i>	-	-	-	-	-	-
<i>Fines &amp; Forfeitures</i>	12,734	9,458	6,391	3,000	-	2,000
<i>Other Revenues</i>	<u>11,098</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>TOTAL REVENUES</b>	<b>\$ 23,832</b>	<b>\$ 9,458</b>	<b>\$ 6,391</b>	<b>\$ 3,000</b>	<b>\$ -</b>	<b>\$ 2,000</b>
Transfers In	-	-	-	-	-	-
<i>Transfers In from Trust(s)</i>	-	-	-	-	-	-
Total Transfers In	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
<b>TOTAL REVENUES &amp; TRANSFERS IN</b>	<b>\$ 23,832</b>	<b>\$ 9,458</b>	<b>\$ 6,391</b>	<b>\$ 3,000</b>	<b>\$ -</b>	<b>\$ 2,000</b>
<b>EXPENDITURES</b>						
<i>Salaries and Benefits</i>	\$ 569,353	\$ 739,721	\$ 794,735	\$ 814,439	\$ 770,927	\$ 817,619
<i>Operating Expenditures</i>	91,424	77,655	81,703	79,800	79,800	74,000
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	<u>175,559</u>	<u>151,798</u>	<u>272,782</u>	<u>285,025</u>	<u>285,025</u>	<u>288,548</u>
<b>TOTAL EXPENDITURES</b>	<b>\$ 836,336</b>	<b>\$ 969,174</b>	<b>\$ 1,149,220</b>	<b>\$ 1,179,264</b>	<b>\$ 1,135,752</b>	<b>\$ 1,180,167</b>

**FY 2020/21 KEY PROJECTS**

<b>Core Goals</b>	<b>Key Projects</b>
<p><b>Good Governance</b> Ensure responsive, accountable, and collaborative government</p>	<p><b><i>IT Replacement</i></b> The Library will replace all public computers with public circulating laptops as part of our regular planned replacement schedule. Additional laptop vending machines will be added and older models replaced under the planned replacement schedule.</p> <p><b><i>Statistical Gathering Software</i></b> The Library plans to expand use of software introduced during COVID remote operations to streamline reference interactions and gather statistics in order to make data-driven determinations on services and programs.</p> <p><b><i>Library Operations</i></b> The operations, collections, equipment, and staffing of the Department will continue to be evaluated to make the best use of staff and resources to best meet the needs of the community.</p>

**LIBRARY DEPARTMENT &  
Circulation and Systems Administration**

Core Goals	Key Projects
<p><b>Civic Enrichment</b> Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment.</p>	<p><b>Equity and Inclusion Efforts</b> The Library will work in collaboration with the State Library to utilize grant funding to circulate wifi hotspots to low-income or under-connected households.</p>

**KEY PROGRAM SERVICES**

- Manages circulation process.
- Manages all Library automated systems, including the Library's network.
- Manages remote authentication server.
- Manages public computer terminals and printers.
- Maintains online catalog to assure customer access to Library materials.
- Acquires Library materials.
- Maintains Library collections, including shelving of materials.

**LIBRARY DEPARTMENT &  
Circulation and Systems Administration**

**CIRCULATION / SYSTEMS ADMINISTRATION PROGRAM STAFFING**

***Full Time Equivalent (FTE)***

<i>Town Staff</i>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Proposed</b>
Division Manager	0.80	0.80	0.80	0.80	0.80
Library Specialist	-	1.50	1.50	1.50	1.50
Library Technology Specialist	0.90	0.90	0.90	0.90	0.90
Customer Service Supervisor	1.00	-	-	-	-
Customer Service Specialist	1.50	1.75	1.75	1.75	1.75
<b>Total Circulation/System FTEs</b>	<b>4.20</b>	<b>4.95</b>	<b>4.95</b>	<b>4.95</b>	<b>4.95</b>

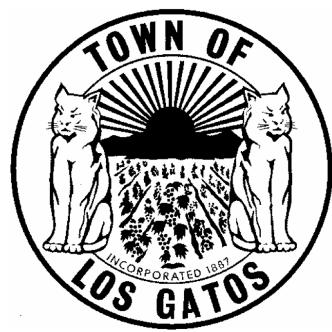
***Temporary Staff***

<i>Temporary Staff</i>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Funded</b>	<b>Proposed</b>
Library Clerk	1,050	1,050	1,050	1,050	800
Library Page	6,344	6,344	6,344	6,344	5,300
<b>Total Annual Hours</b>	<b>7,394</b>	<b>7,394</b>	<b>7,394</b>	<b>7,394</b>	<b>6,100</b>

**LIBRARY DEPARTMENT &  
Circulation and Systems Administration**

Performance Objectives and Measures	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Estimated	2021/22 Planned
1. Percentage of customers stating the Library has a good/excellent collection:	88%	84%	Public survey not conducted due to COVID-19	Public survey not conducted due to COVID-19	90%
2. Assure access to library online services.					
a. Number of databases available online:	38	24	48	48	48
b. Number of electronic materials available for loan:*	818,000	795,398	875,485	875,000	875,000
c. Number of items in-house for loan:	160,880	121,091	107,095	110,000	110,000
Activity and Workload Highlights	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Estimated	2021/22 Planned
1. Total Circulation:	487,321	477,448	362,359	250,000	350,000
2. Number of new patrons registered:	4,865	4,312	4,117	3,500	4,000
3. Number of holds processed:	30,257	Measure	Measure	Measure	Measure
4. Hours of public service per week at circulation:	54	54	Measure	Measure	Measure
			Discontinued	Discontinued	Discontinued
5. Number of Library Card holders:	32,888	28,526	27,282	30,000	32,000
6. Number of periodical subscriptions available for public:	143	104	95	115	100
7. Use of public internet computers:	25,616	34,406	21,930	400	10,000
8. Number of items ordered and received:	19,831	Measure	Measure	Measure	Measure
		Discontinued	Discontinued	Discontinued	Discontinued
9. Number of Suggestions for Purchase processed:	955	Measure	Measure	Measure	Measure
		Discontinued	Discontinued	Discontinued	Discontinued
10. Circulation of non-English materials:	N/A	1,272	1,279	500	1,500
11. Electronic Content Use:*	N/A	81,421	99,039	130,000	130,000

\* Changed from "e-Books" to "electronic materials" in FY16/17 to represent the growth of the electronic offerings to include audio, music, movies, and other types of content.



# **Library Trust Fund**

## **FUND 711**

### **FUND PURPOSE**

The Library Trust Fund was established to provide for the servicing of donations and bequests to the Los Gatos Library. The *Los Gatos Friends of the Library*, a nonprofit 501(c)(3) organization exists for the benefit of the Library, and this fund allows the Town to plan for and recognize the numerous donations this non-profit group makes to the Library. In addition, numerous local service organizations and individuals make generous donations and memorial bequests to the Library, sometimes for specific purposes. This fund provides for retaining these donations until they can be used as designated. This fund includes the proceeds from the History Project Trust Fund, which was established to provide for the servicing of donations, bequests, grant monies, and expenditures to the historical archives. This fund also captures small donations made by Library supporters to purchase books or materials, often in memory of someone's passing.

### **BUDGET OVERVIEW**

The Los Gatos Friends of the Library generally has contributed an average of \$70,000 directly to the Library in cash funds during the past several fiscal years. The majority of this funding has historically provided the sole financial support for community programs, family programs, teen programs, and Summer Reading events and prizes. A smaller portion of the contributions are dedicated to supplementing an ongoing collection of new bestselling books and media.

This past year due to COVID, the Friends of the Library's ability to fundraise or operate their bookstore was greatly impacted with a substantial loss of anticipated revenue to their organization. For FY 2021/22 the amount of funding donated to the Library through this organization will be diminished to match their financial situation. To offset these reductions, the budget pulls \$10,000 from the unused principal balance of the trust fund, yet still includes impacts in the form of approximately 10% fewer community programs due to decreased Friends donations. Examples of impacted programs may include author talks/visits, educational

**LIBRARY DEPARTMENT &  
Library Trust Fund**

workshops, and Summer Reading Program performances and activities.

The History Project Trust Fund tracked monies received by History Services, a Library service that originally began as a project funded by grants and donations. These Trust Funds are mostly royalties and donations received.

The money received from donated royalties has been decreasing to almost zero over the past years, and the FY 2021/22 budget anticipates limited to no contributions.

**STATEMENT OF SOURCE AND USE OF FUNDS**

	<b>2017/18 Actuals</b>	<b>2018/19 Actuals</b>	<b>2019/20 Actuals</b>	<b>2020/21 Adjusted</b>	<b>2020/21 Estimated</b>	<b>2021/22 Proposed</b>
<b>SOURCES OF FUNDS</b>						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	46,145	49,920	64,731	55,482	55,482	55,982
Total Beginning Fund Balance	<u>46,145</u>	<u>49,920</u>	<u>64,731</u>	<u>55,482</u>	<u>55,482</u>	<u>55,982</u>
Revenues						
<i>Interest</i>	725	1,627	1,579	500	500	500
<i>Other Revenues</i>	74,315	82,213	61,809	25,500	60,000	20,000
<i>Intergovernmental</i>	-	-	-	-	-	35,000
Total Revenues	<u>75,040</u>	<u>83,840</u>	<u>63,388</u>	<u>26,000</u>	<u>60,500</u>	<u>55,500</u>
<b>TOTAL SOURCE OF FUNDS</b>	<b><u>\$ 121,185</u></b>	<b><u>\$ 133,760</u></b>	<b><u>\$ 128,119</u></b>	<b><u>\$ 81,482</u></b>	<b><u>\$ 115,982</u></b>	<b><u>\$ 111,482</u></b>
<b>USES OF FUNDS</b>						
Expenditures						
<i>Salaries and Benefits</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Operating Expenditures</i>	71,265	69,029	72,637	25,000	60,000	65,000
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	<u>71,265</u>	<u>69,029</u>	<u>72,637</u>	<u>25,000</u>	<u>60,000</u>	<u>65,000</u>
Transfers Out						
<i>Transfer to General Fund</i>	-	-	-	-	-	-
<i>Transfer to History Trust Fund</i>	-	-	-	-	-	-
Total Transfers Out	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>TOTAL EXPENDITURES &amp; TRANSFERS OUT</b>	<b><u>71,265</u></b>	<b><u>69,029</u></b>	<b><u>72,637</u></b>	<b><u>25,000</u></b>	<b><u>60,000</u></b>	<b><u>65,000</u></b>
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	49,920	64,731	55,482	56,482	55,982	46,482
Total Ending Fund Balance	<u>49,920</u>	<u>64,731</u>	<u>55,482</u>	<u>56,482</u>	<u>55,982</u>	<u>46,482</u>
<b>TOTAL USE OF FUNDS</b>	<b><u>\$ 121,185</u></b>	<b><u>\$ 133,760</u></b>	<b><u>\$ 128,119</u></b>	<b><u>\$ 81,482</u></b>	<b><u>\$ 115,982</u></b>	<b><u>\$ 111,482</u></b>

# **Celles Ness Trust Fund**

## **FUND 713**

### **FUND PURPOSE**

The Celles Ness Trust Fund was established in January 1961 by Ansten R. Ness, M.D. and the Board of Library Trustees for the Town of Los Gatos, as a memorial to his wife, Celles Ness. Mrs. Ness was a long-time Los Gatos resident who was active in civic life, winning the 1947 Citizen of the Year award. Among her many contributions to the Town, she was heavily involved with the arts. She helped to bring the Los Gatos Pageants and numerous other play productions to the Town, was an avid reader, and wrote for the *Los Gatos Times* (the local newspaper). She was also involved with bringing a hospital to Town, and with her husband started the “Holiday Circle” social club which required at least one spouse to be active in civic planning to join.

The intention of the memorial fund was to use the income and principal of the trust estate to provide materials and services not ordinarily available from public funds. An amendment to the trust agreement in 1983 relinquished control over the management and investment of the trust to the Town Council.

### **BUDGET OVERVIEW**

In July of 1999 an agreement with the daughter of Celles Ness stipulated that the use of the trust fund included a new Library facility, should one be built in the future. Per the agreement, the trust fund principal and interest was used for the new Library building plan documents and studies, such as but not limited to, a building program and architectural drawings. The remaining trust funds were held in a Library Building Fund to be used for the purchase of items for the current Library building, such as furniture, shelving, and equipment. A large portion of this trust was expended in FY 2015/16 for the purchase of the automated materials handling system, and roughly \$21,000 was expended in FY 2018/19 to fund the installation of sound mitigating doors to the teen room. The remaining balance of the account will be directed in FY 2021/22 to improvements in the circulation and lobby area of the Library including installation of additional sound-mitigation enhancements in the lobby area and improvements to the front desk.

**LIBRARY DEPARTMENT &  
Clells Ness Trust Fund**

**STATEMENT OF SOURCE AND USE OF FUNDS**

	<b>2017/18 Actuals</b>	<b>2018/19 Actuals</b>	<b>2019/20 Actuals</b>	<b>2020/21 Adjusted</b>	<b>2020/21 Estimated</b>	<b>2021/22 Proposed</b>
<b>SOURCES OF FUNDS</b>						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	40,742	41,258	20,946	88,679	21,314	21,314
Total Beginning Fund Balance	<u>40,742</u>	<u>41,258</u>	<u>20,946</u>	<u>88,679</u>	<u>21,314</u>	<u>21,314</u>
Revenues						
<i>Interest</i>	516	736	368	-	-	-
<i>Other Revenues</i>	-	-	-	-	-	-
Total Revenues	<u>\$ 516</u>	<u>\$ 736</u>	<u>\$ 368</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
<b>TOTAL SOURCE OF FUNDS</b>	<b><u>\$ 41,258</u></b>	<b><u>\$ 41,994</u></b>	<b><u>\$ 21,314</u></b>	<b><u>\$ 88,679</u></b>	<b><u>\$ 21,314</u></b>	<b><u>\$ 21,314</u></b>
<b>USES OF FUNDS</b>						
Expenditures						
<i>Salaries and Benefits</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Operating Expenditures</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	21,048	-	20,755	-	20,755
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	<u>-</u>	<u>21,048</u>	<u>-</u>	<u>20,755</u>	<u>-</u>	<u>20,755</u>
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	41,258	20,946	21,314	67,924	21,314	559
Total Ending Fund Balance	<u>41,258</u>	<u>20,946</u>	<u>21,314</u>	<u>67,924</u>	<u>21,314</u>	<u>559</u>
<b>TOTAL USE OF FUNDS</b>	<b><u>\$ 41,258</u></b>	<b><u>\$ 41,994</u></b>	<b><u>\$ 21,314</u></b>	<b><u>\$ 88,679</u></b>	<b><u>\$ 21,314</u></b>	<b><u>\$ 21,314</u></b>

# **Susan McClendon Trust Fund**

## **FUND 714**

### **FUND PURPOSE**

A bequest to the Los Gatos Public Library from the estate of the late Susan E. (Betty) McClendon was established in support of children's services. Betty McClendon was a long-time resident and dance instructor. She is especially remembered as the choreographer of the Town's 1940 pageant, "Trail Days," which celebrated the completion of the final section of the new four-lane highway from Santa Cruz into Los Gatos. Betty McClendon's mother, Mrs. Hilda McClendon, served as Children's Librarian at Los Gatos Memorial Library from 1923 to 1929. Ms. McClendon left this gift in memory of her mother and her mother's husband, Gorman Burtner.

Keeping with the wishes of the Ms. McClendon, these funds are restricted for use for children's services at the Library, and will be directed toward support of reading clubs, book discussion groups, evening family programs, and equipment and furniture needs of children's services that are not met by other funding. This funding will also be used for enhancement of children's collections.

### **BUDGET OVERVIEW**

A small portion of the fund comprising only the interest earned from the prior year has been budgeted in FY 2020/21 for the enhancement of children's specialty collections.

**LIBRARY DEPARTMENT &  
Susan McClendon Trust Fund**

**STATEMENT OF SOURCE AND USE OF FUNDS**

	<b>2017/18 Actuals</b>	<b>2018/19 Actuals</b>	<b>2019/20 Actuals</b>	<b>2020/21 Adjusted</b>	<b>2020/21 Estimated</b>	<b>2021/22 Proposed</b>
<b>SOURCES OF FUNDS</b>						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	88,662	83,755	85,250	98,020	86,737	86,737
Total Beginning Fund Balance	<u>88,662</u>	<u>83,755</u>	<u>85,250</u>	<u>98,020</u>	<u>86,737</u>	<u>86,737</u>
Revenues						
<i>Interest</i>	1,079	1,495	1,487	700	700	700
<i>Other Revenues</i>	-	-	-	-	-	-
Total Revenues	<u>\$ 1,079</u>	<u>\$ 1,495</u>	<u>\$ 1,487</u>	<u>\$ 700</u>	<u>\$ 700</u>	<u>\$ 700</u>
<b>TOTAL SOURCE OF FUNDS</b>	<b><u>\$ 89,741</u></b>	<b><u>\$ 85,250</u></b>	<b><u>\$ 86,737</u></b>	<b><u>\$ 98,720</u></b>	<b><u>\$ 87,437</u></b>	<b><u>\$ 87,437</u></b>
<b>USES OF FUNDS</b>						
Expenditures						
<i>Salaries and Benefits</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Operating Expenditures</i>	5,986	-	-	700	700	700
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	<u>\$ 5,986</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 700</u>	<u>\$ 700</u>	<u>\$ 700</u>
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	83,755	85,250	86,737	98,020	86,737	86,737
Total Ending Fund Balance	<u>83,755</u>	<u>85,250</u>	<u>86,737</u>	<u>98,020</u>	<u>86,737</u>	<u>86,737</u>
<b>TOTAL USE OF FUNDS</b>	<b><u>\$ 89,741</u></b>	<b><u>\$ 85,250</u></b>	<b><u>\$ 86,737</u></b>	<b><u>\$ 98,720</u></b>	<b><u>\$ 87,437</u></b>	<b><u>\$ 87,437</u></b>

# **Barbara Jones Cassin Trust Fund**

## **FUND 716**

### **FUND PURPOSE**

The Barbara Jones Cassin Trust Fund was established by endowment upon the death of Ms. Cassin on May 10, 2010. Ms. Cassin was a graduate of Los Gatos High (class of 1937) and San Jose State, where she majored in biological and physical sciences. After a successful career in hospital laboratories, she turned to watercolors, and donated 25 lovely views of Los Gatos to the library. An exhibit showing these works was sponsored by the Library in August 2008 and again in 2018. Ms. Cassin's art has been widely exhibited and is held in public and private collections. In response to Hurricane Katrina, Ms. Cassin hosted a workshop to encourage children to draw and write their responses to the disaster, including its effects on animals.

The initial project funded by the Barbara Jones Cassin Trust was the purchase of opening day collections for the new Los Gatos Public Library. In following years, the interest earned by the trust is budgeted annually to enhance collections and informational programming, per Ms. Cassin's wishes.

### **BUDGET OVERVIEW**

A small portion of the fund comprising only the interest earned from the prior year has been budgeted in FY 2020/21 for the enhancement the collection per the trust agreements.

**LIBRARY DEPARTMENT &  
Barbara Jones Cassin Trust Fund**

**STATEMENT OF SOURCE AND USE OF FUNDS**

	<b>2017/18 Actuals</b>	<b>2018/19 Actuals</b>	<b>2019/20 Actuals</b>	<b>2020/21 Adjusted</b>	<b>2020/21 Estimated</b>	<b>2021/22 Proposed</b>
<b>SOURCES OF FUNDS</b>						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	347,522	351,926	358,203	354,396	354,396	354,796
Total Beginning Fund Balance	<u>347,522</u>	<u>351,926</u>	<u>358,203</u>	<u>354,396</u>	<u>354,396</u>	<u>354,796</u>
Revenues						
<i>Interest</i>	4,404	6,277	6,182	2,900	2,900	2,900
<i>Other Revenues</i>	-	-	-	-	-	-
Total Revenues	<u>\$ 4,404</u>	<u>\$ 6,277</u>	<u>\$ 6,182</u>	<u>\$ 2,900</u>	<u>\$ 2,900</u>	<u>\$ 2,900</u>
<b>TOTAL SOURCE OF FUNDS</b>	<b><u>\$ 351,926</u></b>	<b><u>\$ 358,203</u></b>	<b><u>\$ 364,385</u></b>	<b><u>\$ 357,296</u></b>	<b><u>\$ 357,296</u></b>	<b><u>\$ 357,696</u></b>
<b>USES OF FUNDS</b>						
Expenditures						
<i>Salaries and Benefits</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Operating Expenditures</i>	-	-	9,989	2,500	2,500	2,500
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	<u>-</u>	<u>-</u>	<u>9,989</u>	<u>2,500</u>	<u>2,500</u>	<u>2,500</u>
Transfers Out						
<i>Transfer to General Fund</i>	-	-	-	-	-	-
<i>Transfer to Capital Projects</i>	-	-	-	-	-	-
Total Transfers Out	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total Expenditures & Transfers Out	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 9,989</u>	<u>\$ 2,500</u>	<u>\$ 2,500</u>	<u>\$ 2,500</u>
Ending Fund Balance						
<i>Designated</i>	351,926	358,203	354,396	354,796	354,796	355,196
<i>Undesignated</i>	351,926	358,203	354,396	354,796	354,796	355,196
<b>TOTAL USE OF FUNDS</b>	<b><u>\$ 351,926</u></b>	<b><u>\$ 358,203</u></b>	<b><u>\$ 364,385</u></b>	<b><u>\$ 357,296</u></b>	<b><u>\$ 357,296</u></b>	<b><u>\$ 357,696</u></b>