

2009 DEPARTMENT BUDGET

BOARDS & COMMISSIONS:

LONDON PUBLIC LIBRARY

GENERAL MANAGER:

SUSANNA HUBBARD KRIMMER

REVIEW BY:

COMMUNITY & PROTECTIVE SERVICES COMMITTEE

CONTENT:

DEPARTMENT REPORTS:

Board Overview

Services Provided by Board

Operating Budget Summary

Board Budget Overview

Issue and Justifications:

a) Summary

b) Maintaining Existing Service Levels

Issue and Justifications - Service Growth Adjustments Funded by Assessment Growth

Business Case Service Growth

Performance Indicators

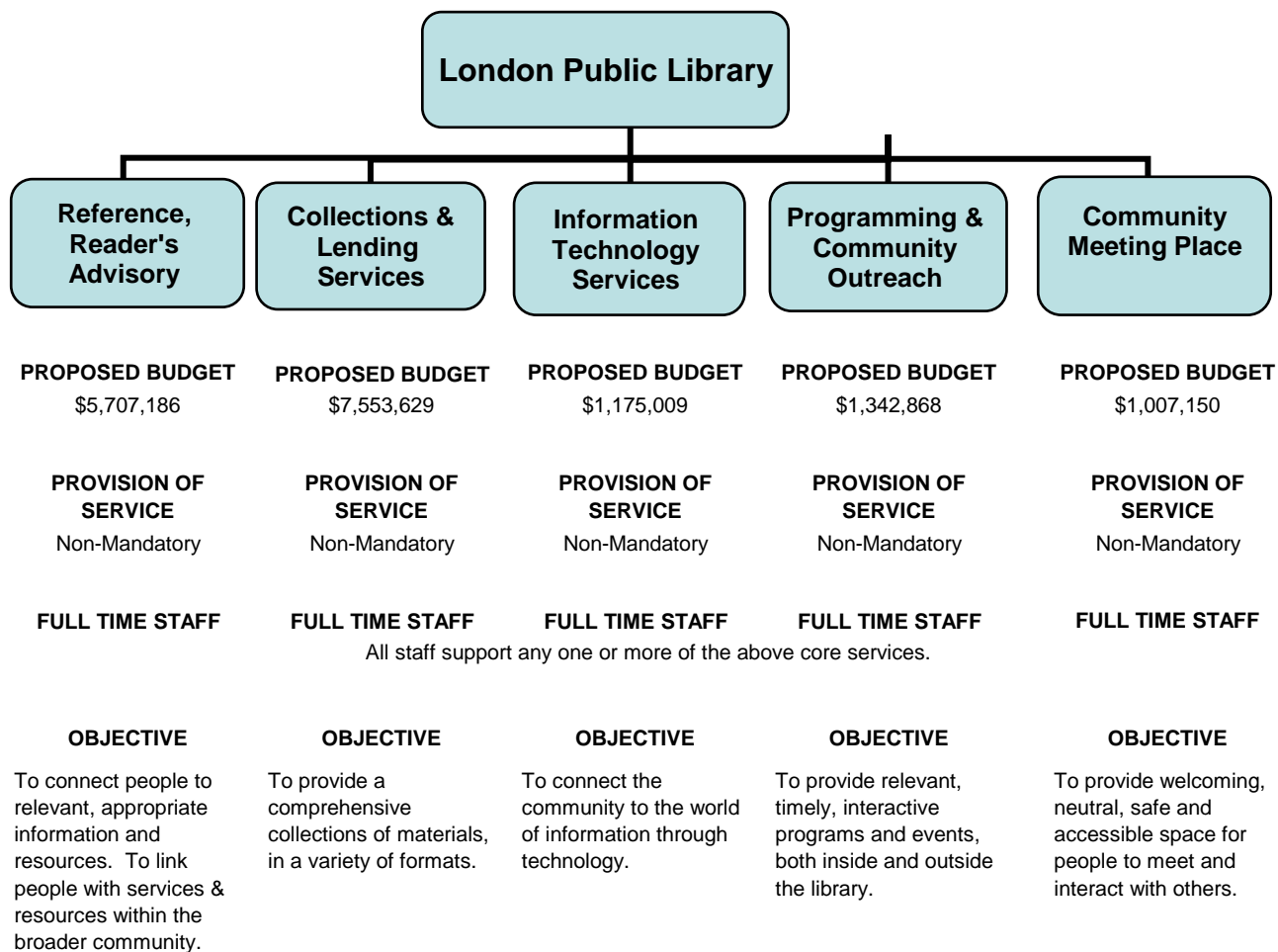
Full Time Staff Overview

2009 to 2012 Operating Budget Target

Impact of 2010 to 2012 Target

Form 1

LONDON PUBLIC LIBRARY BOARD OVERVIEW



Breakdown by Core Service was based on a percentage estimate of overall budget, consistent with the Comprehensive Service Level Review, LPL Strategic Plan, LPL Service Model and the 2003 to 2008 budgets. All Library staff provide, or support, any one or more of these core service activities.

LONDON PUBLIC LIBRARY

SERVICES PROVIDED BY BOARD

Definition of Library Service

"Library Service" is what the library does for, or offers to, the public in an effort to meet a defined set of community needs. Service is relevant, inclusive and responsive for all. Each member of the community has an equal right to public library services. Service is accessible to people regardless of age, race, gender, religion, nationality, language, ability, social status, economic status, and educational attainment. Specific services and materials are provided for those users who cannot use regular services and materials. Such users include people with disabilities and the home bound. Services support people in all life stages, meeting their needs in the areas of: literacy; formal and lifelong learning; culture, leisure and recreation; information; technological literacy; and physical and virtual community meeting place.

PROGRAM	SERVICE DESCRIPTION
Reference, Reader's Advisory and Information Services	<ul style="list-style-type: none"> • Reference Services connect people to information and/or relevant and appropriate information resources. Reader's Advisory Services connect individuals to books, CDs, DVDs and other formats which best match their reading, viewing, listening preferences, and learning style. Referral Services link people with relevant services and resources available in the broader community.
Collections & Lending Services	<ul style="list-style-type: none"> • The mission of collection management is to identify, evaluate, select, organize and maintain high-quality, balanced, accessible and relevant information resources, in a wide variety of formats (print, audio-visual, electronic, etc.) to meet the needs of a diverse community. Selection of material is guided by need, intellectual freedom and a range of viewpoints. Customer activities include: borrowing; ability to reserve materials; circulation of collections through 16 locations; in-library use; web site borrowing services via the catalogue (i.e. placing holds); remote advisory and reference services; visiting library service; collections based programming.
Information Technology Services	<ul style="list-style-type: none"> • To connect the community to the world of information by providing access to technologies including the Internet, basic orientation to new technologies, e-mail capabilities, career development information, word processing capability, online database subscriptions, and literacy skills development.

LONDON PUBLIC LIBRARY SERVICES PROVIDED BY BOARD (cont'd)

PROGRAM	SERVICE DESCRIPTION
Programming & Community Outreach	<ul style="list-style-type: none"> To offer library outreach programs for non-users, special community needs, the underserved, and people with special needs in the branch libraries and their communities across London. The Library works collaboratively with community service partners and individuals to provide opportunities for people to access information, learn and interact.
Community Meeting Place	<ul style="list-style-type: none"> To provide a welcoming, relevant, safe and neutral space that reflects the needs and diversity of the communities served. Facilities are open and accessible to all - individuals, families, children, students, seniors, newcomers, business people, job-searchers, etc. To offer an environment where people can come to read, learn, engage in conversations and dialogue, explore, develop, listen and collaborate.

**LONDON PUBLIC LIBRARY
2009 OPERATING BUDGET DEPARTMENT SUMMARY**

Program	2007 Net Actual	2008 Approved Net Budget	2008 Revised Net Budget	2009 Proposed Budget			Increase (Decrease) Over 2008 Revised Net Budget
				Gross Expenditure	Revenue Recovery	Net Budget	
Reference, Reader's Advisory & Info Services	5,185,126	5,530,220	5,530,220	6,225,424	(518,238)	5,707,186	176,966
Collection & Lending Services	6,862,667	7,319,408	7,319,408	8,239,532	(685,903)	7,553,629	234,221
Information Technology Services	1,067,526	1,138,575	1,138,575	1,281,705	(106,696)	1,175,009	36,434
Programming & Community Outreach	1,220,030	1,301,228	1,301,228	1,464,806	(121,938)	1,342,868	41,640
Community Meeting Place	915,023	975,921	975,921	1,098,604	(91,454)	1,007,150	31,229
Total London Public Library	15,250,372	16,265,352	16,265,352	18,310,071	(1,524,229)	16,785,842	520,490
% INCREASE/(DECREASE) OVER 2008 BUDGET							3.2%

**LONDON PUBLIC LIBRARY
2009 OPERATING BUDGET DEPARTMENT SUMMARY**

Program	2007 Net Actual	2008 Approved Net Budget	2008 Revised Net Budget	2009 Proposed Budget			Increase (Decrease) Over 2008 Revised Net Budget
				Gross Expenditure	Revenue Recovery	Net Budget	
Object of Expenditure:							
Human Resources Costs	11,396,995	12,037,792	12,055,793	12,526,154		12,526,154	470,361
Administration Costs	107,275	110,275	107,275	107,275		107,275	0
Purchased Services	504,275	522,745	523,744	529,644		529,644	5,900
Technology Services	604,795	716,795	716,795	716,795		716,795	0
Utilities	853,537	824,588	824,588	865,818		865,818	41,230
Facilities Services	1,250,463	1,369,923	1,363,923	1,363,923		1,363,923	0
Materials & Collections	1,868,425	1,988,425	1,968,425	1,968,425		1,968,425	0
Program Services	68,025	86,025	95,025	95,025		95,025	0
General	10,000	11,000	10,000	10,000		10,000	0
Reserve Fund Contribution	68,857	118,857	68,857	68,857		68,857	0
Furniture and Equipment	38,155	60,155	58,155	58,155		58,155	0
Total Expenditures	16,770,802	17,846,580	17,792,580	18,310,071	0	18,310,071	517,491
Revenue/Recovery:							
Provincial Grants	(599,000)	(599,000)	(599,000)		(599,000)	(599,000)	0
Fines, Fees, Etc	(504,000)	(509,000)	(509,000)		(509,000)	(509,000)	0
Operating Revenues	(158,000)	(172,700)	(168,700)		(160,700)	(160,700)	8,000
Rental Revenue	(183,000)	(174,400)	(174,400)		(179,400)	(179,400)	(5,000)
Business Revenue	(76,430)	(76,128)	(76,128)		(76,128)	(76,128)	0
Reserve Fund Contribution	0	0	0			0	0
Total Revenue	(1,520,430)	(1,531,228)	(1,527,228)	0	(1,524,228)	(1,524,228)	3,000
Total London Public Library	15,250,372	16,315,352	16,265,352	18,310,071	(1,524,228)	16,785,843	520,491
% INCREASE/(DECREASE) OVER 2008 BUDGET							3.2%

**LONDON PUBLIC LIBRARY
2009 BUDGET OVERVIEW**

2009 PROPOSED NET BUDGET	\$16,785,842
2008 REVISED NET BUDGET	\$16,265,352
NET INCREASE / (DECREASE)	\$520,490
% INCREASE / (DECREASE)	3.2%

ALLOCATION OF 2009 BUDGET INCREASE / (DECREASE):	INCREASE / (DECREASE)		2009 PROPOSED BUDGET
	\$	%	
MAINTAINING EXISTING SERVICE LEVELS INFLATIONARY IMPACT	520,491	3.2%	16,785,843
FLOW THROUGH COSTS	0	0.0%	16,785,843
TOTAL MAINTAINING EXISTING SERVICE LEVELS	520,491	3.2%	16,785,843
ADD LIST	100,000	0.6%	16,885,843
CUT LIST	(100,000)	(0.6%)	16,785,843
TOTAL 2009 BUDGET INCREASE REQUESTED	520,491	3.2%	16,785,843

**LONDON PUBLIC LIBRARY
2009 SUMMARY OF BUDGET ADJUSTMENTS
TO ACHIEVE 3.2% BUDGET INCREASE TARGET**

DESCRIPTION	ADD LIST	CUT LIST	NET INC (DEC)	2010 FULL YEAR IMPACT
2009 Budget requirements to maintain existing service levels across all activities:				
▪ Collective agreement wage and associated benefits (contract expires Dec. 31, 2008), minimum wage increase, grid progression, and rising benefits costs.	470,361		470,361	470,361
▪ Inflationary adjustments to miscellaneous purchased services.	5,900		5,900	5,900
▪ Rising utility costs.	41,230		41,230	41,230
▪ Revenue adjustments to reflect experience.	3,000		3,000	3,000
Subtotal	520,491	-	520,491	520,491
Outlined below are recommended increases to service levels currently provided:				
▪ To restore the scope, depth and relevancy of the collections and to keep pace with inflation, as per 5 year plan.	100,000		100,000	100,000
Subtotal	100,000	-	100,000	100,000
Outlined below are the 2009 budget cuts required to meet a 3.2% target increase:				
▪ Five year plan to increase collections budget reduced to three years.		(100,000)	(100,000)	(100,000)
Subtotal	-	(100,000)	(100,000)	(100,000)
TOTAL INCREASE / (DECREASE)	620,491	(100,000)	520,491	520,491

**LONDON PUBLIC LIBRARY
2009 ISSUE AND JUSTIFICATIONS
MAINTAINING EXISTING SERVICE LEVELS**

DESCRIPTION	2009 INCREASE (DECREASE)	2010 FULL YEAR COSTS
Maintaining Existing Service levels (All Activities)		
<u>Inflationary Impact</u>		
▪ Collective agreement wage and associated benefits (contract expires Dec. 31, 2008), minimum wage increase, grid progression, and rising benefits costs.	470,361	470,361
▪ Inflationary adjustments to miscellaneous purchased services.	5,900	5,900
▪ Rising utility costs.	41,230	41,230
▪ Revenue adjustments to reflect experience.	3,000	3,000
	520,491	520,491
Total Inflationary Impact		
<u>Flow Through Costs</u>		
	-	-
Total Flow Through Costs	520,491	520,491

**LONDON PUBLIC LIBRARY
2009 ISSUE AND JUSTIFICATIONS
ADDITIONS AND CUTS TO SERVICE LEVEL**

PROGRAM / DESCRIPTION	2009 INCREASE	2010 FULL YEAR COST
<ul style="list-style-type: none"> • Londoners see library collections as the core to all library services. Collections serve diverse users from a variety of demographic and socio-economic backgrounds who have a variety of needs and expectations. • The Collections Operating Budget has neither kept pace with inflation nor with user demand. CPI for printed materials has been significantly higher than general CPI over the last decade. • User demand: Changes in marketplace (information highway and introduction of new formats including DVDs and digital formats such as e-books) have raised consumer expectations adding demand for new types of collections, in addition to ongoing and increasing demand for traditional resources. • The Collections Operating Budget was increased by \$100,000 in 2006, 2007 and 2008. 2009 projections included another increase of \$100,000 as part of a 5 year plan. • However, in order to meet the 3.2% budget target set by Council, this request is not being made in 2009. The 3.2% target only addresses costs to maintain existing service levels. 	(100,000)	
TOTAL	(100,000)	0

**SUPPLEMENTARY INFORMATION
LONDON PUBLIC LIBRARY
2009 PERFORMANCE INDICATORS**

INDICATOR	TYPE*	2007 ACTUAL	2008 REVISED	2009 ESTIMATE	2010 ESTIMATE	2011 ESTIMATE	2012 ESTIMATE
Attendance (in person visits)		2,912,835	2,974,000	3,003,740	3,033,777	3,064,115	3,094,756
Website visits (LPL)		1,799,107	2,480,000	2,604,000	2,708,160	2,816,486	2,929,146
Reference, Referral & Reader's Advisory questions		1,124,448	1,147,000	1,169,940	1,193,339	1,217,206	1,241,550
Number of collections items borrowed		3,533,500	3,580,000	3,615,800	3,651,958	3,688,478	3,725,362
In-library use of collections items		1,124,448	1,090,000	1,095,450	1,100,927	1,106,432	1,111,964
In-library computer use		472,825	486,000	490,860	495,769	505,684	510,741
Program attendance		190,209	196,600	200,532	204,543	208,633	212,806

- * 1. Community Impact
2. Customer Service
3. Efficiency
4. Service Level

SUPPLEMENTARY INFORMATION
LONDON PUBLIC LIBRARY
2009 FULL TIME STAFF OVERVIEW

PROGRAM	2008 REVISED		STAFF CHANGES		2009 ESTIMATE		2010 ESTIMATE		2011 ESTIMATE		2012 ESTIMATE	
	FT	FTE	FT	FTE	FT	FTE	FT	FTE	FT	FTE	FT	FTE
Permanent Staff Overview	174.0	174.0	-	-	174.0	174.0	179.5	179.5	179.5	179.5	179.5	179.5
Total Full Time Staff	174.0	174.0	-	-	174.0	174.0	179.5	179.5	179.5	179.5	179.5	179.5

Notes: Full Time Equivalent includes full time staff.

The above figure represents full-time permanent staff. It does not include 40 permanent part-time staff or 95 pages whose hours of work may vary.

The 2010 estimate includes staff for the Northeast Branch Library, which will be part of the City's multi-purpose community centre.

**LONDON PUBLIC LIBRARY
2009 to 2012 OPERATING BUDGET TARGET**

Program	2009	2010 Budget	Incr./((Decr.) Over 2009		2011 Budget	Incr./((Decr.) Over 2010		2012 Budget	Incr./((Decr.) Over 2011	
	Proposed Budget		\$	%		\$	%		\$	%
Object of Expenditure:										
Human Resources Costs	12,526,154	13,053,654	527,500	4.2%	13,626,154	572,500	4.4%	14,066,154	440,000	3.2%
Administration Costs	107,275	107,275	-	0.0%	107,275	-	0.0%	107,275	-	0.0%
Purchased Services	529,644	533,644	4,000	0.8%	535,144	1,500	0.3%	535,144	-	0.0%
Technology Services	716,795	751,295	34,500	4.8%	820,795	69,500	9.3%	840,795	20,000	2.4%
Utilities	865,818	905,218	39,400	4.6%	976,218	71,000	7.8%	1,031,218	55,000	5.6%
Facilities Services	1,363,923	1,361,923	(2,000)	-0.1%	1,352,423	(9,500)	-0.7%	1,352,423	-	0.0%
Materials & Collections	1,968,425	1,973,425	5,000	0.3%	2,013,425	40,000	2.0%	2,038,425	25,000	1.2%
Program Services	95,025	97,025	2,000	2.1%	97,025	-	0.0%	97,025	-	0.0%
General	10,000	10,000	-	0.0%	10,000	-	0.0%	10,000	-	0.0%
Reserve Fund Contribution	68,857	68,857	-	0.0%	88,857	20,000	29.0%	88,857	-	0.0%
Furniture and Equipment	58,155	58,155	-	0.0%	58,155	-	0.0%	58,155	-	0.0%
Total Expenditures	18,310,071	18,920,471	610,400	3.3%	19,685,471	765,000	3.9%	20,225,471	540,000	2.7%
Revenue/Recovery:										
Provincial Grants	(599,000)	(599,000)	-	0.0%	(599,000)	-	0.0%	(599,000)	-	0.0%
Fines, Fees, Etc	(509,000)	(509,000)	-	0.0%	(509,000)	-	0.0%	(509,000)	-	0.0%
Operating Revenues	(160,700)	(164,700)	(4,000)	2.5%	(175,700)	(11,000)	6.7%	(175,700)	-	0.0%
Rental Revenue	(179,400)	(179,400)	-	0.0%	(179,400)	-	0.0%	(179,400)	-	0.0%
Business Revenue	(76,128)	(76,128)	-	0.0%	(76,128)	-	0.0%	(76,128)	-	0.0%
Reserve Fund Contribution										
Total Revenue	(1,524,228)	(1,528,228)	(4,000)	0.3%	(1,539,228)	(11,000)	0.7%	(1,539,228)	-	-
London Public Library Proposed Budget	16,785,843	17,392,243	606,400	3.6%	18,146,243	754,000	4.3%	18,686,243	540,000	3.0%
Council Approved Budget Target	16,785,843	17,390,133	604,290	3.6%	18,137,909	747,776	4.3%	18,682,046	544,137	3.0%
Over/(Under) Target	-	2,110			8,334			4,197		

LONDON PUBLIC LIBRARY IMPACT OF 2010 TO 2012 TARGETS

Impact on Service To Achieve Budget Target	2010	2011	2012
Previous Years Proposed Budget	16,785,843	17,392,243	18,146,243
Wage, salary and benefit adjustments due to collective agreements, grid progression, minimum wage increases, rising benefits costs etc.	385,000	405,000	440,000
Increases in utilities costs and purchased services.	30,000	50,000	55,000
To restore the scope, depth and relevance of the collections and keep pace with inflation.	100,000	25,000	25,000
Increase sick leave reserve contribution in order to meet liability.		20,000	
Technology to keep pace with increased costs.	30,000	60,000	20,000
Total Maintaining Existing Service Level	545,000	560,000	540,000
Adds:			
Operating costs associated with opening of new Northeast Branch Library (salaries, cleaning, utilities, collections, computers etc.) (1)	189,500	294,600	-
Cuts:			
Savings realized with closure of Northridge Branch Library (rent, wages, purchased services etc.) (1)	(28,100)	(100,600)	-
Five year plan to increase collections budget reduced to three years.	(100,000)		
Total Adds & Cuts	61,400	194,000	-
London Public Library Proposed Budget	17,392,243	18,146,243	18,686,243
Council Approved Budget Target	17,390,133	18,137,909	18,682,046