# Volusia County Library Services Division

## Mini-budget workshop
## March 21, 2013
## Community Services Department

**Volusia County**
**FLORIDA**

# Library recognition

- Linda Dahlquist – Library Associate
  - National Paralibrarian of the Year 2012 – Selected for her development of roving reference at the New Smyrna Beach Regional Library.  Recognized at the American Library Association annual conference in Anaheim, CA.

- Florida Library Association – University of South Florida Library School -scholarship recipients:
  - Carole Hanna – 2011
  - Ruth Knochel – 2012

- Received accolades for innovative programs:
  - E-Labs
  - Clown camp – spring break/summer break programs
  - Sport stacking club
  - Viva Florida 500 programs

# Efficiencies achieved

- Outsourced processing of most print materials

- Closed overlapping use facilities
  - S. Cornelia Young – Daytona Beach
  - Holly Hill Library
  - DeLeon Springs bookmobile service

- Reduced hours/staff overlapping use facilities
  - John H. Dickerson Heritage Library
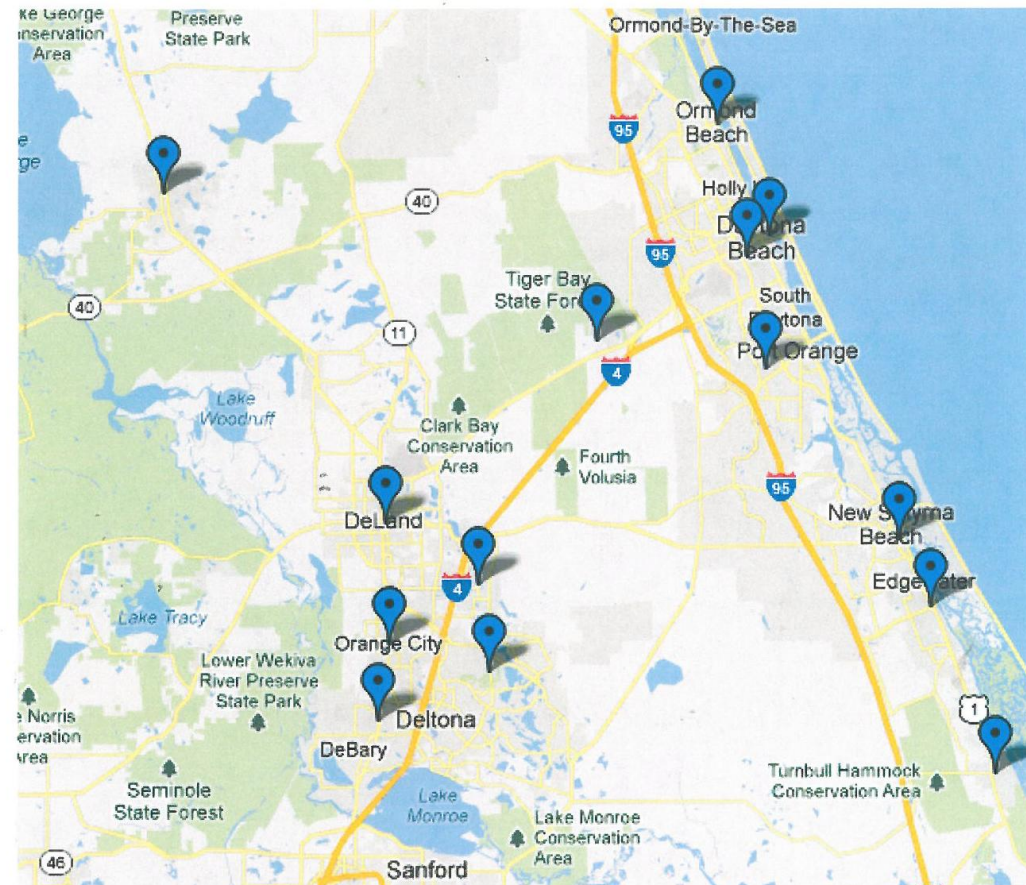  - Orange City Public Library

- Eliminated reservations on fiction DVDs

# Future efficiencies

- Self-checkout testing

- Self-checkin – sorting systems

- Lucity – maintenance management system

# Library facilities locations

# Mission

- The library **mission** is to provide citizens and visitors with exceptional library services that facilitate personal growth, economic development, and quality of life, strengthening community pride and countywide identity and partnerships.

# County Council approved library goals

## Goals

- Increase Awareness:  The Library Services Division will increase awareness of library services and the library's role in the community.

- Community and  Economic Development:  The Library Services Division will actively participate and contribute to countywide economic development efforts.

- 21st Century Excellence in Library Service : The Library Services Division will provide excellence in library service to the residents of Volusia County that combines personalized staff expertise and 21st century technologies.

- Improving Lives:  Individuals and Families:  The Library Services Division will actively provide a welcoming environment where all residents can aspire to learn, engage and thrive.

- Registered users – 357,196 (72% of population)
  - 2003 – 222,640 (48% of the population)

- Number of visitors – 3,313,545

- Items checked out
  - Adult materials – 3,239,292
  - Youth materials – 1,069,520
    - Number of physical items checked out – 4,308,812

- Reference/information questions answered in-person, via telephone, and email
  - 1,001,404

- Library program attendance
  - Adult programs – 46,598
  - Teen programs – 10,901
  - Juvenile programs – 62,598
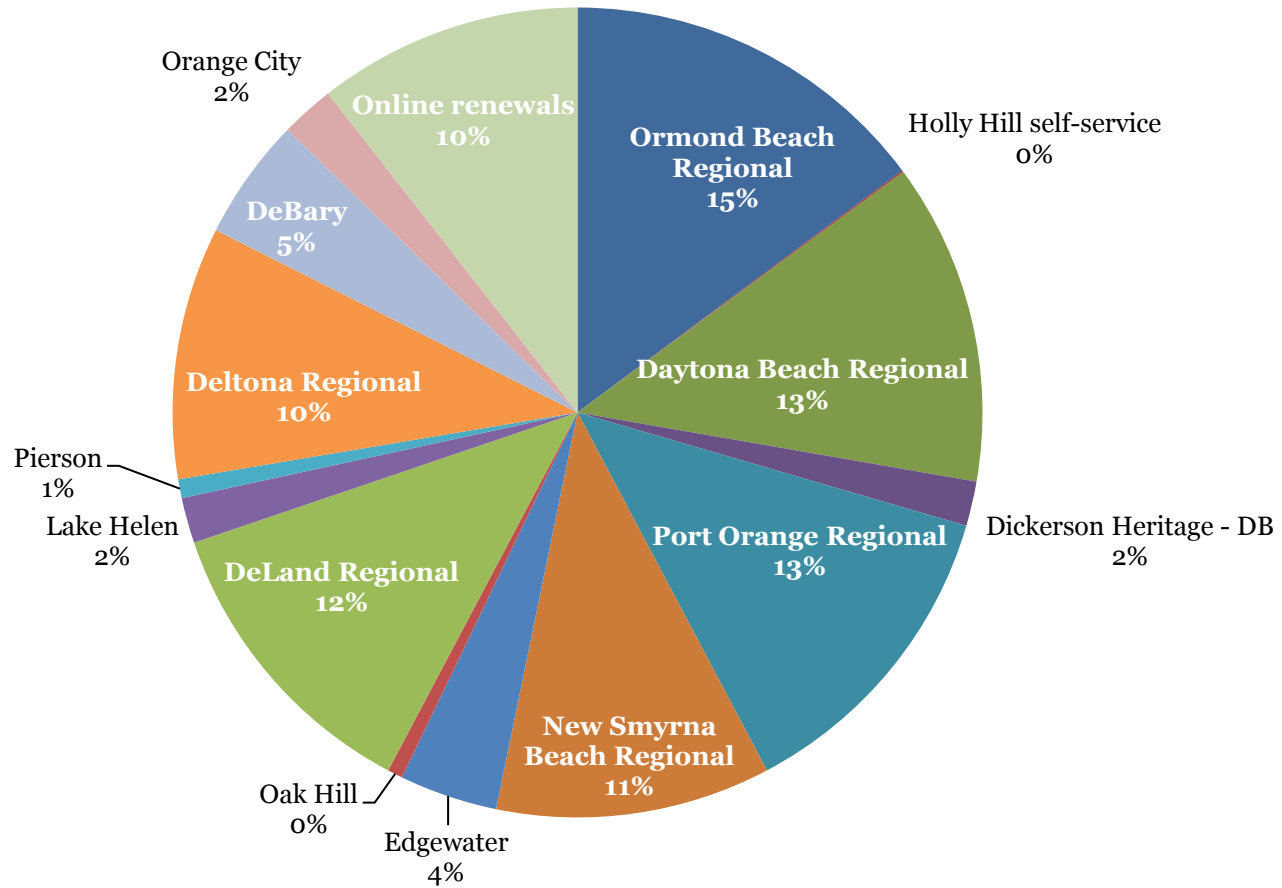    - Total program attendance – 120,097

# Physical items

- Print – 859,415
- Audio book – 36,181
- Music CD – 32,378
- Video – 123,813
- Magazine subscriptions – 1,380

# Circulation by branch- 4,308,812

Pie chart: Circulation by branch

- Ormond Beach Regional 15%
- Holly Hill self-service 0%
- Daytona Beach Regional 13%
- Dickerson Heritage - DB 2%
- Port Orange Regional 13%
- New Smyrna Beach Regional 11%
- Edgewater 4%
- Oak Hill 0%
- DeLand Regional 12%
- Lake Helen 2%
- Pierson 1%
- Deltona Regional 10%
- DeBary 5%
- Orange City 2%
- Online renewals 10%

# Circulation – Regional Branches/Community Branches

**Community Branches 13%**

Regional Branches 87%
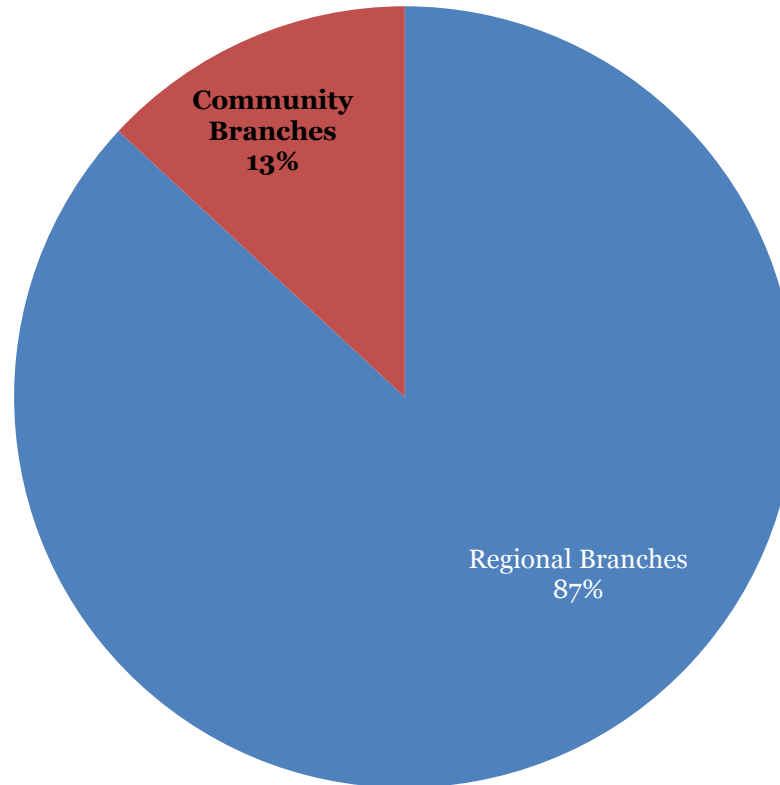
# 24/7 electronic services

- Downloadable services
  - Music
    - Access millions of songs from 10,000 labels

  - Audio books
    - 2,736 titles

  - E-books
    - Overdrive – 3,824 titles
    - Axis 360 – 138 titles
    - Freading – over 10,000 titles

  - Magazines
    - 125

  - Databases
    - Acquired locally – 135
    - State library - 96

- Number of virtual visits to networked library services – 4,207,164

# Overdrive downloads

13
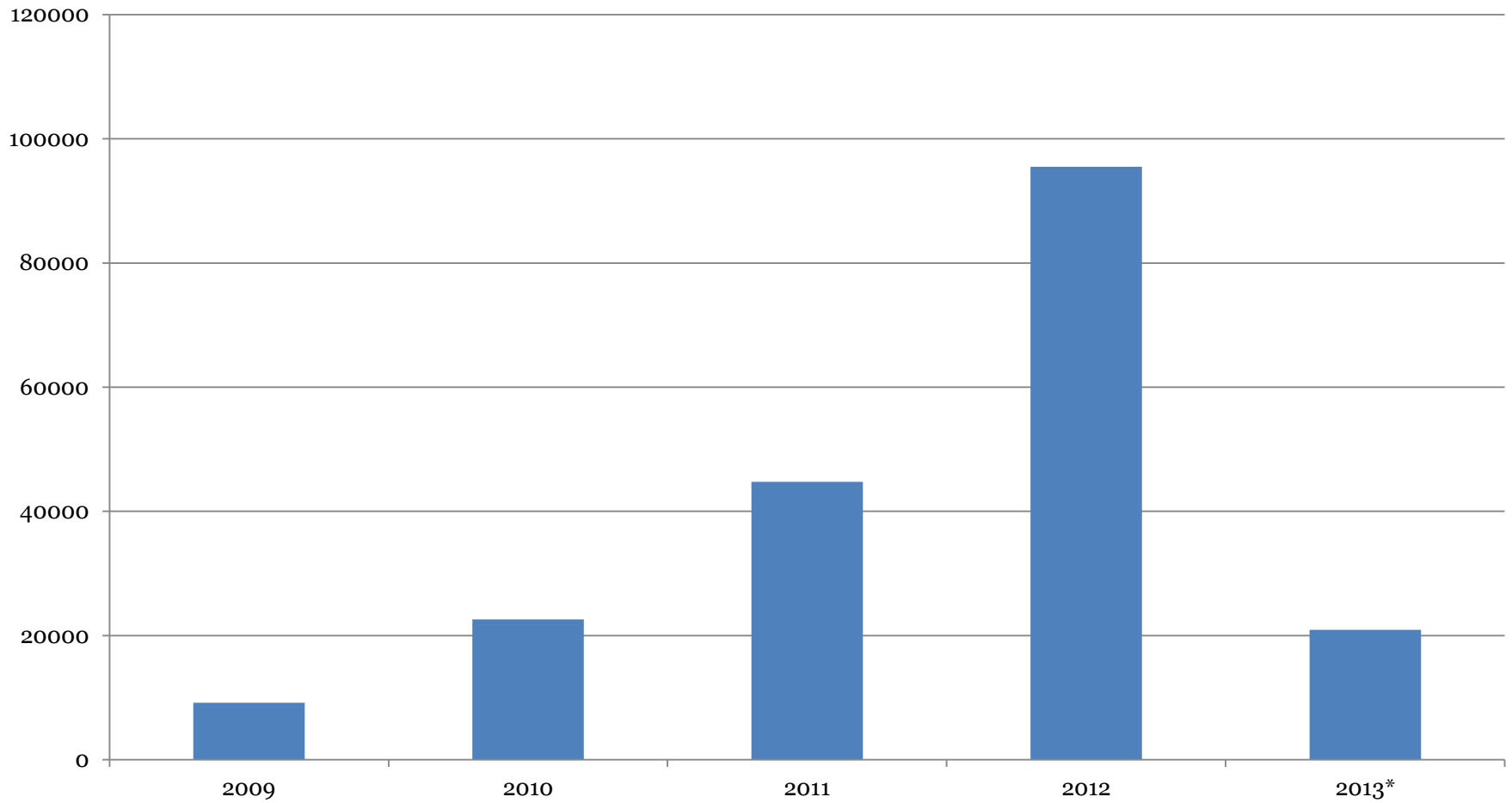
# Public access computer/Internet use

- Public access computers – 281

- Public assess computer sessions – 460,038

- Wireless Internet access sessions – 312,000

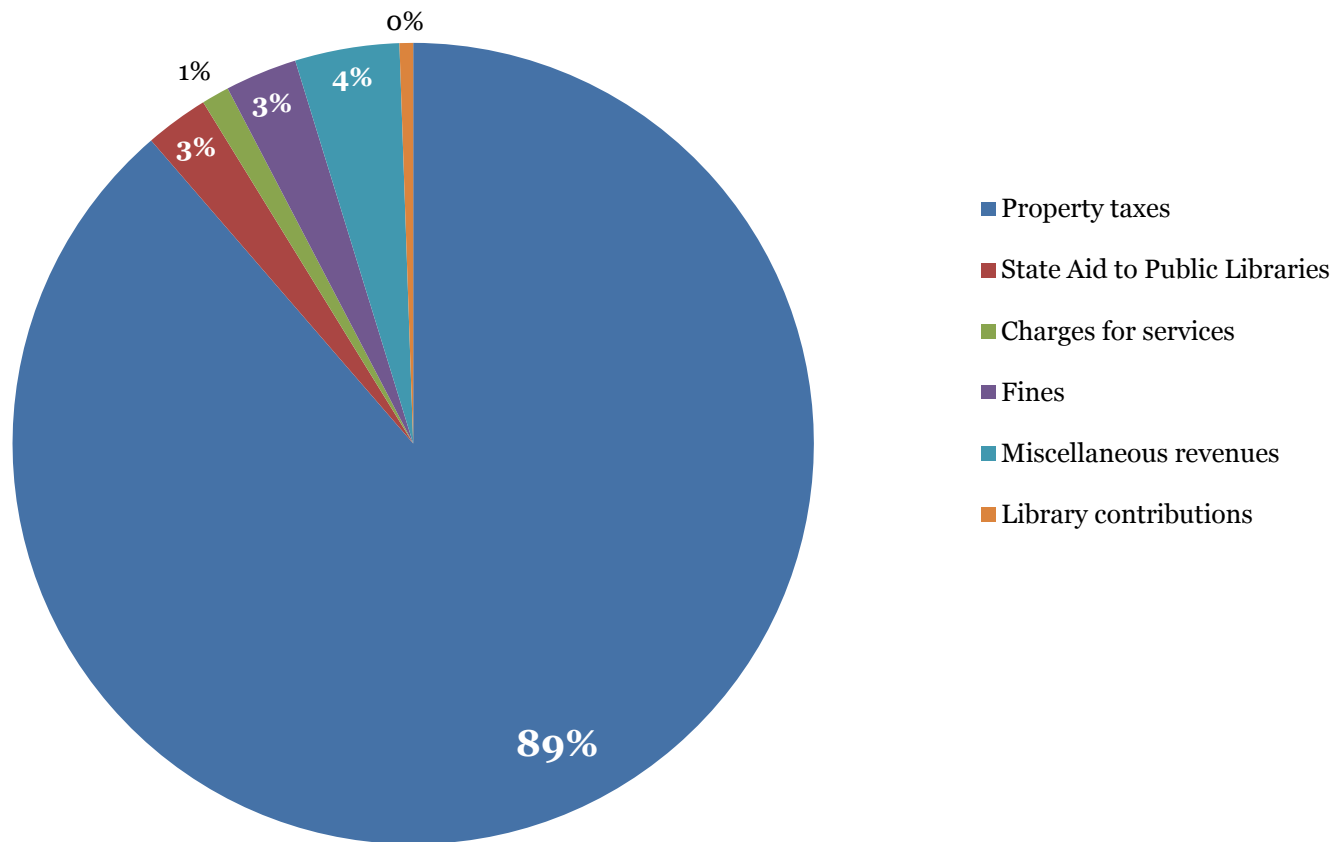- Users receiving technology instruction – 146,606

# Developing partnerships

- Economic Development Division
- Small Business Development Corporation
- Center for Business Excellence
  - Library E-Labs (funded by Friends of the Library)
    - Basic computer skill assistance
    - Job searches and completing applications
    - E-mail account set-up assistance
    - Cover letter, resume editing
    - Access to online e-government applications
      - Unemployment
      - Food or housing assistance
      - Social Security
      - Medicaid

- Second Harvest Food Bank – assistance in library branches

# Library funding sources FY2012-13
## Library tax rate - .60200

**Pie chart data:**

- Property taxes — 89%
- State Aid to Public Libraries — 3%
- Charges for services — 1%
- Fines — 3%
- Miscellaneous revenues — 4%
- Library contributions — 0%

# Historic revenue

| | | | | |
|---|---|---|---|---|
| $19,146,819 | $19,361,933 | $16,805,163 | $15,547,262 | $15,484,622 |
| 2008-09 | 2009-10 | 2010-11 | 2011-12 | 2012-13 |
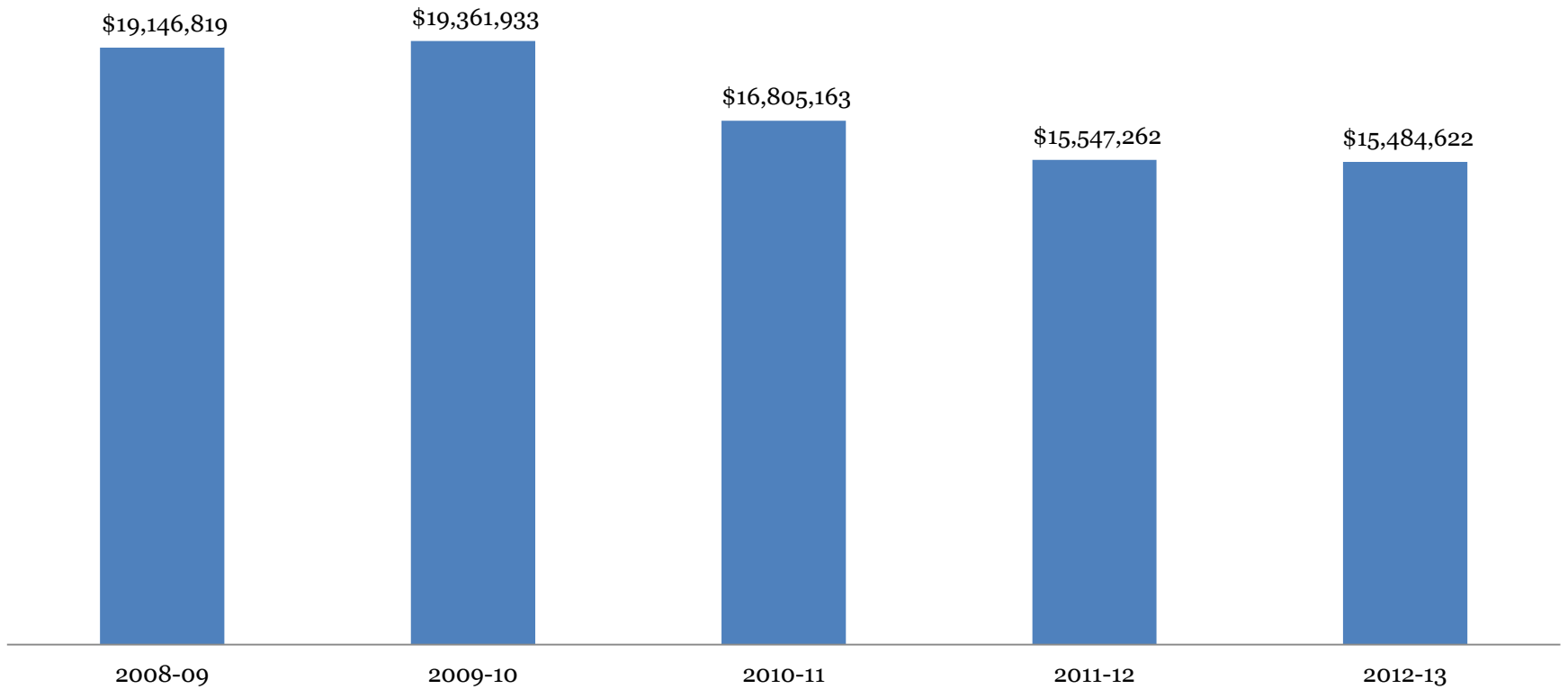
# Operating expenses – FY 2012-2013

Capital improvements
3%

Interfund transfers
2%

Capital outlay
1%

Operating expenses
41%

Personal services
53%
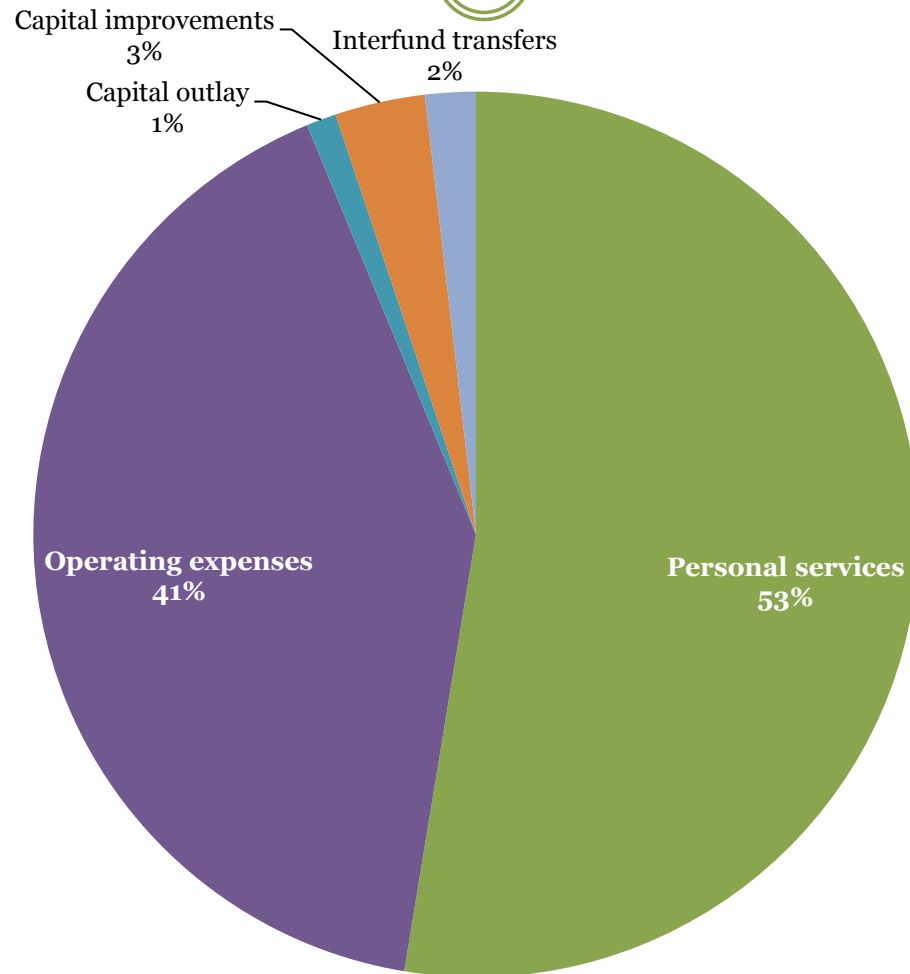
# Library staff

- Total FTE funded: 187.5
    - Salaried employees – 70 FTE
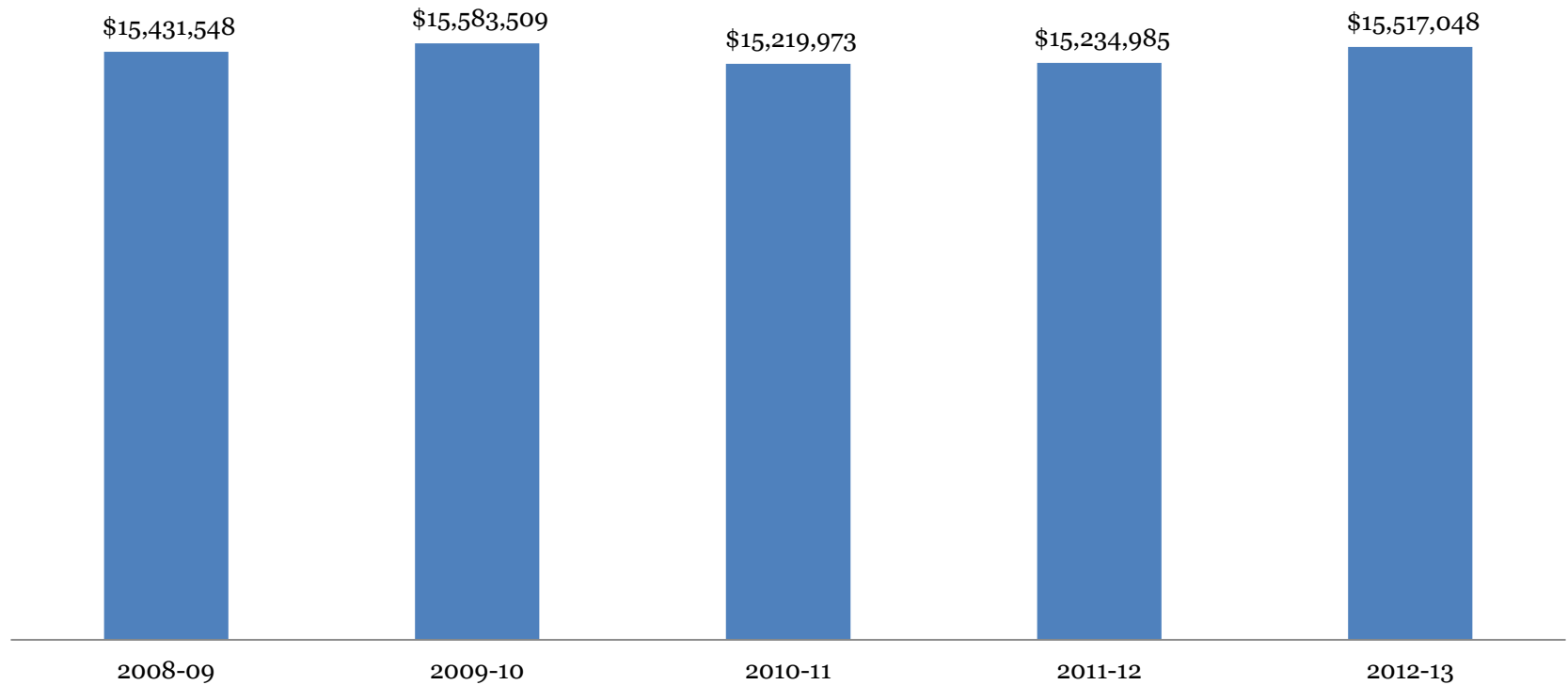    - Hourly employees – 106.5 FTE
    - Student workers – 11 FTE

    - Unfunded - 13 FTE

    - Volunteers – 75,000 hours (36 FTE)

# Historic operating expenses

| 2008-09 | 2009-10 | 2010-11 | 2011-12 | 2012-13 |
|---|---|---|---|---|
| $15,431,548 | $15,583,509 | $15,219,973 | $15,234,985 | $15,517,048 |

# VOLUSIA COUNTY 5-YEAR FORECAST
## FUND: 104 - Library (flat rate)

| Revenues: | FY2012-13 Adopted | FY2012-13 Estimated | FY2013-14 Forecast | FY2014-15 Forecast | FY2015-16 Forecast | FY2016-17 Forecast |
|---|---|---|---|---|---|---|
| Property taxes | 13,727,381 | 13,727,381 | 13,727,381 | 14,001,328 | 14,280,755 | 14,708,277 |
| Millage rate | 0.60200 | 0.60200 | 0.60200 | 0.60200 | 0.60200 | 0.60200 |
| State Aid to Library | 398,493 | 426,985 | 426,985 | 426,985 | 426,985 | 426,985 |
| Charges for services | 173,000 | 168,000 | 168,000 | 168,000 | 168,000 | 168,000 |
| Fines and forfeitures | 450,000 | 430,000 | 430,000 | 430,000 | 430,000 | 430,000 |
| Miscellaneous revenues | 270,463 | 238,963 | 218,963 | 200,500 | 200,500 | 200,500 |
| Transfers from library endowment | 130,285 | 130,285 | 10,000 | 10,000 | 10,000 | 10,000 |
| Contributions, Donations | 85,000 | 80,000 | 80,000 | 80,000 | 80,000 | 80,000 |
| Contributions (City of Deltona) | 250,000 | 250,000 | 250,000 | 250,000 | 250,000 | 250,000 |
| PY fund balance sustainable | 300,000 | 300,000 | 300,000 | 300,000 | 300,000 | 300,000 |
| **PY fund balance one-time** | **763,300** | **950,768** | **1,370,420** | **1,055,558** | **807,136** | **205,383** |
| **Total revenues** | **16,547,922** | **16,702,382** | **16,981,749** | **16,922,371** | **16,953,376** | **16,779,145** |

| Expenditures: | | | | | | |
|---|---|---|---|---|---|---|
| Personal Services | 8,703,240 | 8,615,461 | 8,703,240 | 8,703,240 | 8,703,240 | 8,703,240 |
| Operating Expenses | 6,813,808 | 6,701,287 | 6,767,847 | 6,843,119 | 6,913,122 | 6,991,856 |
| Capital Outlay | 180,240 | 130,000 | 605,240 | 605,240 | 605,240 | 605,240 |
| Capital Improvements | 545,000 | 950,000 | 600,000 | 465,000 | 425,000 | 365,000 |
| Interfund Transfers | 305,634 | 305,634 | 305,422 | 305,772 | 306,774 | 113,809 |
| **Total expenditures** | **16,547,922** | **16,702,382** | **16,981,749** | **16,922,371** | **16,953,376** | **16,779,145** |

| **REVENUES LESS EXPENDITURES** | **0** | **0** | **(0)** | **(0)** | **0** | **(0)** |
|---|---|---|---|---|---|---|

| | | | | | | |
|---|---|---|---|---|---|---|
| Emergencies reserves @ 8% | 1,234,065 | 1,234,065 | 1,242,506 | 1,262,945 | 1,285,299 | 1,319,501 |
| Reserves | 5,734,633 | 7,262,504 | 5,583,643 | 4,507,646 | 3,678,156 | 3,438,571 |
| **Total Reserves** | **6,968,698** | **8,496,569** | **6,826,149** | **5,770,591** | **4,963,455** | **4,758,072** |

1% salary adjustment would impact fund $75k

# Future concerns

- Maintaining buildings - 14

- Keeping pace with patron demands for new technology

- Maintaining staffing levels to meet service hours

# Holly Hill service reconsideration

- December 2009 – Mini-budget workshop:  Restructuring to meet staffing needs
  - 67% of Holly Hill Library users also used Daytona Beach/Ormond Library or both
  - 4,347 users in FY 2009 – 2,905 also used other branches
  - Savings: $204,043
- April 1, 2010
  - County Council approved closing the S. Cornelia Young Library, and ending the bookmobile service in DeLeon Springs.

  - Approved closing Holly Hill facility as a branch library and asked staff to negotiate a joint partnership to provide limited library service in the Holly Hill Community Resource Center

# Holly Hill service reconsideration

- July 8, 2010 – Approved
  - Joint partnership agreement
    - County provide four self-service lending machines
    - Adults books and DVDs collections
    - Donation of nine personal computers
    - Provide Internet connection
    - "Read and Return" children's collection
    - Local newspaper subscription
    - Annual review
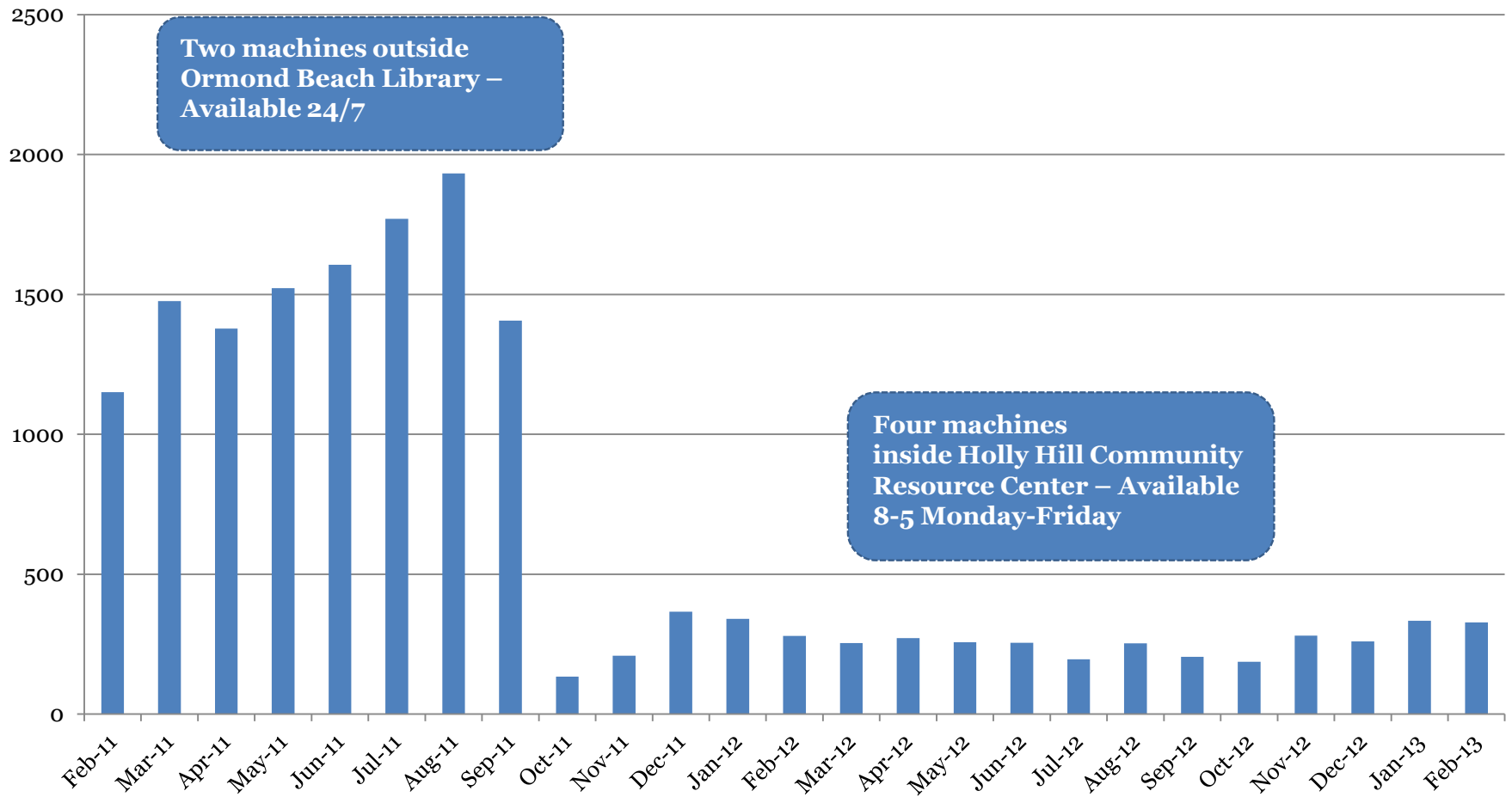
# Cost of Holly Hill service

- WiFi connection —$7,200
- Materials —$34,800
- Machine maintenance —$6,000
- Staffing —$12,000
  - $60,000

# Lending machines use

Two machines outside Ormond Beach Library – Available 24/7

Four machines inside Holly Hill Community Resource Center – Available 8-5 Monday-Friday

# Holly Hill use

| Holly Hill - lending machines circulation by material type | | | | | | |
|---|---|---|---|---|---|---|
| FY 2011-12 | | | | | | |
| | | | | | | |
| | 1st quarter | 2nd quarter | 3rd quarter | 4th quarter | Total | Average per month |
| Adult fiction | 55 | 67 | 103 | 55 | 280 | 23 |
| Adult fiction video | 631 | 821 | 748 | 631 | 2831 | 236 |
| Adult nonfiction video | 9 | 6 | 0 | 9 | 24 | 2 |
| Children's video | 21 | 31 | 24 | 21 | 97 | 8 |
| | | | | | | |
| | | | | | 3,232 | 269 |
| | | | | | | |
| | | | | | | |

# Patron use-Holly Hill service FY 2012

| Number of patrons using facilities: | |
|---|---|
| Ormond Beach Regional | 14,999 |
| Daytona Beach Regional | 14,609 |
| Holly Hill service | 168 |
| | |
| **Of the 168 users:** | |
| Unique to HHL | 24 |
| HHL/ORM | 50 |
| HHL/DAB | 37 |
| HHL/ORM/DAB | 57 |

**24**

**Holly Hill service**

**37**

**50**

**57**

**3,226**

**Daytona Beach Regional**

**Ormond Beach Regional**

**11,287**

**11,666**
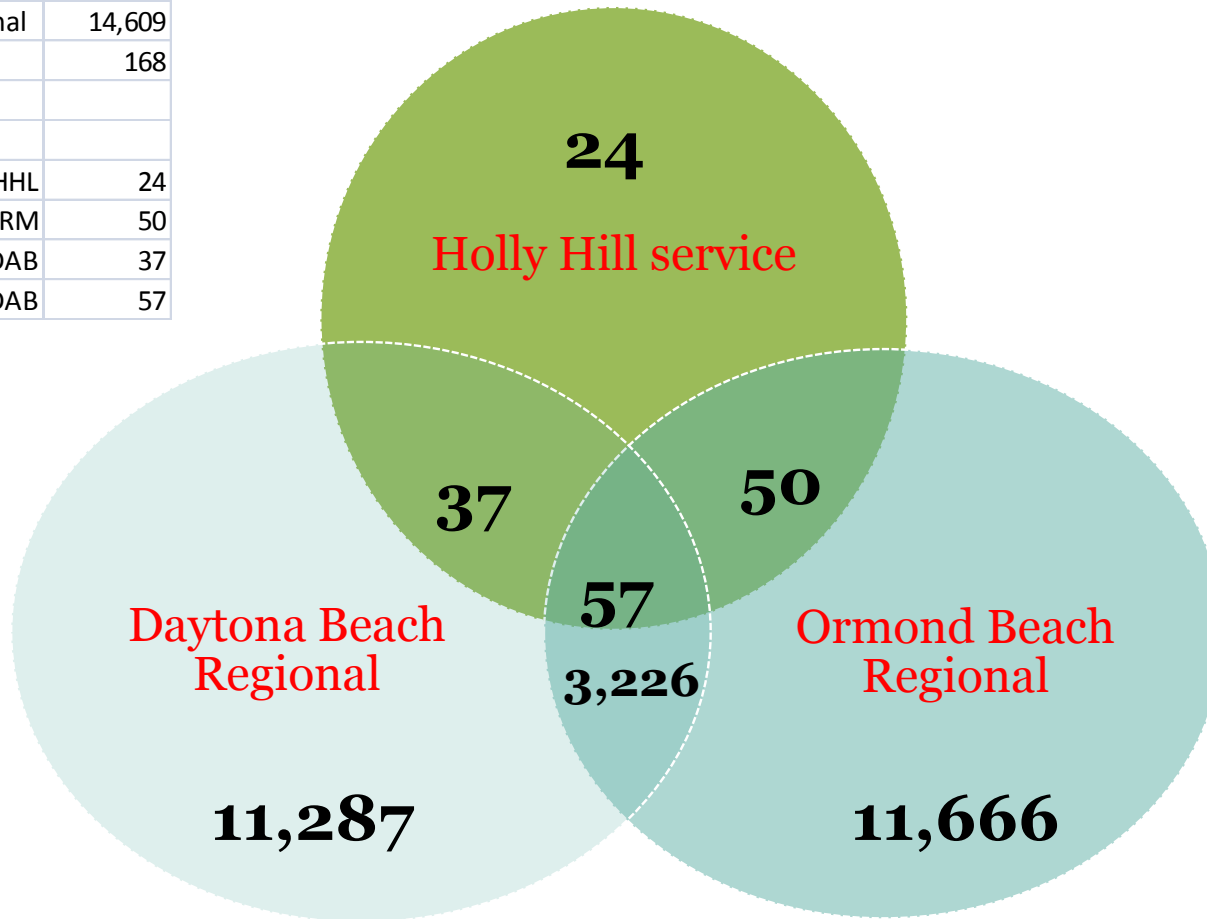
# Library Advisory Board recommendation

- Passed a resolution 7-0 (January 2013) to recommend ending the Holly Hill service and recommended redeploying machines to outside existing library facilities.

# Staff recommendation

- Staff recommends redeploying the four lending machines to outside high-use branches giving patrons 24/7 access to library materials.

- Suggested locations:
  - Ormond Beach
  - Port Orange
  - DeBary
  - Deltona

# DVD reservations – policy reconsideration

- January 8, 2010
  - County Council voted to eliminate reservations on fiction DVDs – Savings $200,000 (staff reduction)
  - Limited overall reservations to 25 per library card

- Staff recommended modification:
  - One fiction DVD reservation per card
    - Software enhanced to allow limiting reservations by format
    - Decrease access complaints
    - No additional staff costs

- One fiction DVD renewal per item
  - Reduce the number of residents with $1 per day fines

# County Council questions/comments