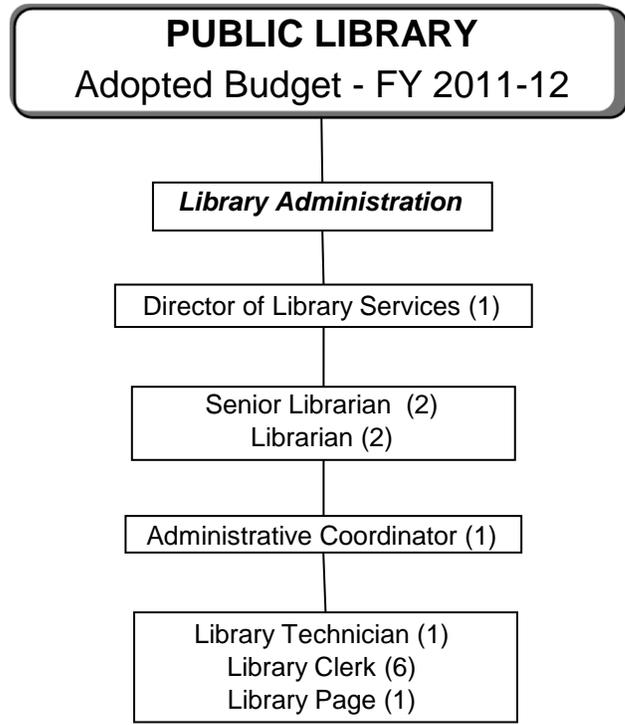


# PUBLIC LIBRARY

***Mission Statement:*** *The Redondo Beach Public Library provides services and materials to persons of all ages in a friendly atmosphere for the purpose of meeting the informational, educational, recreational, and cultural needs of Redondo Beach residents.*



**SUMMARY OF PERSONNEL**  
**Adopted Budget - FY 2011-12**

**PUBLIC LIBRARY**

1.00	Director of Library Services
2.00	Senior Librarian
2.00	Librarian
1.00	Administrative Coordinator
1.00	Library Technician
6.00	Library Clerk
<u>1.00</u>	Library Page
14.00	

**TOTAL PERSONNEL: 14.00**

## PUBLIC LIBRARY

<i>Operating Expenses</i>	FY 09-10 Actual	FY 10-11 Adopted	FY 10-11 Midyear	FY 11-12 Adopted	Increase/ Decrease	
Personnel	1,700,951	1,739,393	1,739,685	1,787,079	47,394	3%
Maintenance & Operations	410,802	411,110	424,650	414,634	(10,016)	(2%)
Internal Service Fund Allocations	1,591,666	1,591,666	1,275,009	1,275,009	-	0%
Capital Outlay	-	-	-	-	-	0%
<b>TOTAL</b>	<b>3,703,419</b>	<b>3,742,169</b>	<b>3,439,344</b>	<b>3,476,722</b>	<b>37,378</b>	<b>1%</b>



<i>Funding Sources</i>	FY 09-10 Actual	FY 10-11 Adopted	FY 10-11 Midyear	FY 11-12 Adopted	Increase/ Decrease	
General Fund	3,696,009	3,742,169	3,439,344	3,476,722	37,378	1%
Intergovernmental Grants	7,410	-	-	-	-	0%
<b>TOTAL</b>	<b>3,703,419</b>	<b>3,742,169</b>	<b>3,439,344</b>	<b>3,476,722</b>	<b>37,378</b>	<b>1%</b>

## PUBLIC LIBRARY

### Core Service Activities

<b>Adopted</b>	<b>FY 2010-11 (92%)</b>	<b>Total Staff Hours:</b>	<b>26,730</b>
<b>Adopted</b>	<b>FY 2011-12 (96%)</b>	<b>Total Staff Hours:</b>	<b>28,000</b>

- Operate the Main Library with 56 weekly public open hours Monday – Thursday 10:00 A.M. to 8:00 P.M., Friday 10:00 A.M. to 6:00 P.M., Saturday 9:00 A.M. to 5:00 P.M.; the North Branch Library with 32 weekly public open hours Monday, Wednesday and Thursday 12:00 P.M. to 8:00 P.M.. and Saturday 9:00 A.M. to 5:00 P.M.; closed Sundays and 12 holidays with part-time staffing of approximately 22,550 hours.
- Maintain a patron database of 60,680 cardholders.
- Serve approximately 410,000 library customers.
- Provide internet access for 45,000 users.
- Maintain the Library’s web page with timely information and access to remote databases 24 hours a day and online tutorial for students and career planning via the Tutor.com Learning Suite Help.

### Key Projects and Assignments

<b>Adopted</b>	<b>FY 2010-11 (6%)</b>	<b>Total Staff Hours:</b>	<b>1,740</b>
<b>Adopted</b>	<b>FY 2011-12 (2%)</b>	<b>Total Staff Hours:</b>	<b>470</b>

- |  | <b>Hours</b> |
|--|--------------|
| ▪ Conduct children, teen, and adult summer reading programs for approximately 2,000 participants by December 2011. | 150          |
| ▪ Conduct 12 internet classes for the public by June 2012.   | 100          |
| ▪ Implement 4 6-session story time programs at North Branch by June 2012.  | 120          |
| ▪ Implement monthly programs at North Branch for adults, family, or teens by June 2012.                            | 100          |

### Customer Service and Referrals

<b>Adopted</b>	<b>FY 2010-11 (2%)</b>	<b>Total Staff Hours:</b>	<b>650</b>
<b>Adopted</b>	<b>FY 2011-12 (2%)</b>	<b>Total Staff Hours:</b>	<b>650</b>

- Achieve a customer satisfaction rating exceeding 92% on the annual user survey.
- Respond to customer phone calls and emails within 24 business hours.
- Hold quarterly staff meetings with focus on customer service.



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