

# ARLINGTON PUBLIC LIBRARY

Diane Kresh, Director

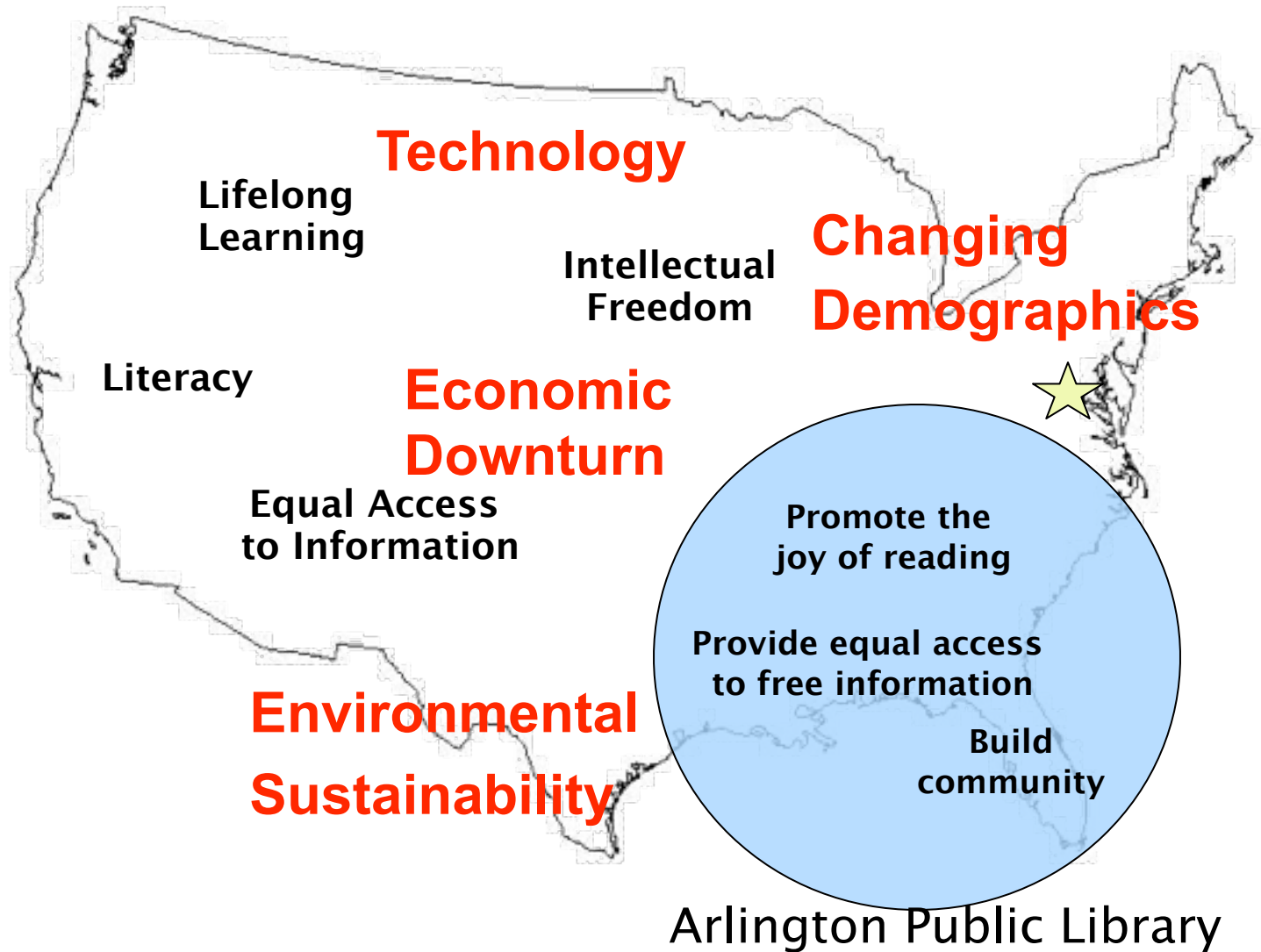
Civic Federation

November 9, 2010

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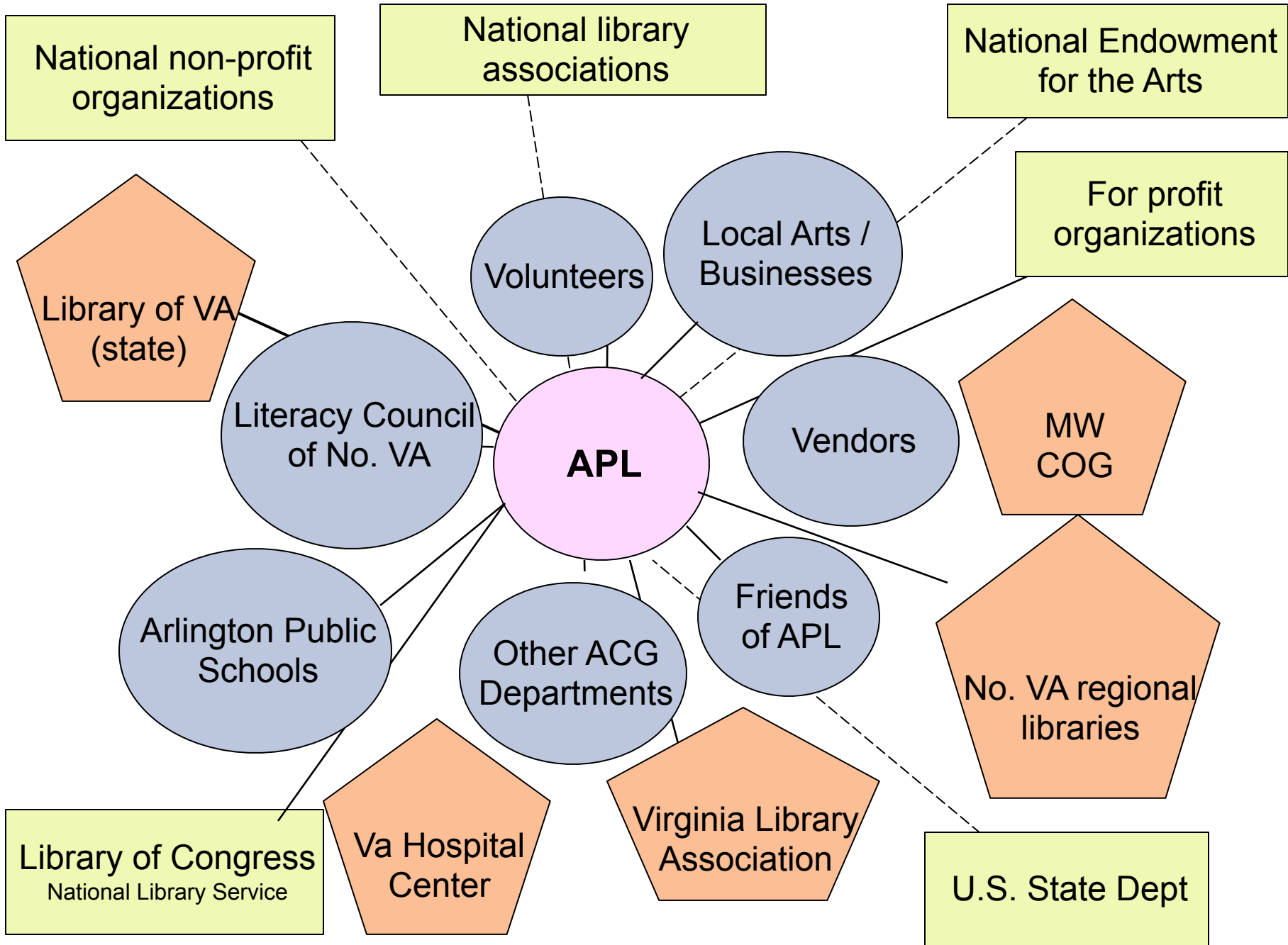
- Founded 75 years ago
- FY 2011 budget: \$11.4 million; 1.3 percent of GF
- 8 libraries
- 650,000 items (print to E)
- Annual circulation of 3.3 million
- 125 FTEs and ca. 125 volunteers logging 1,200+ hours per month
- Some services/collections accessible 24/7/365
- Special local history collection –Virginia Room

# Emerging Contexts for Libraries



# APL Vision Mirrors Arlington's Values

- Sustainable
- Urban
- “World Class”
- Smart Growth/LEED Compliant
- Diverse and Inclusive
- Collaborative – APS and Regionally



# APL is Inclusive

- Information gateway for every Arlingtonian regardless of background and education level.
- No group represents a greater cost to serve than another.
- Service philosophy is far-reaching, diversified and multi-faceted balancing high tech with high touch.
- Offer high-tech (online) options (like Universal Class, all the research databases, etc), and low tech and basic options (computer classes, college and career assistance, English conversation, etc).

# Summary of FY 2011 Budget Reductions

- FY 2011 adopted expenditure budget for Department of Libraries is \$11.4 million – **7% decrease** from previous budget.
- **17.5 FTEs were eliminated** (6.2 permanent and 11.05 temporary), saving \$670,582.
- Central Library reduced service hours by **one hour** Monday–Saturday; each **branch library** reduced by 1 service day/week, except Plaza Library, Glencarlyn and Cherrydale (service cut in latter two branches, FY 2010). Detention Center library staff hours cut by half.
- On top of service cuts in FY 2009 (4 hours/week) at Central Library.
- Programming reduced for all age groups.

# APL Manages Budget Impacts

- System remains accessible and open 384 hours per week.
- Online “branch” is second largest in the system and is open 24/7 (931,000 web visits in FY2010).
- Despite a 13.7% cut in hours, APL gained 2.5% increase in circulation (July 2010 compared to July 2009).
- Despite a 25% cut in program events, “Get Caught Reading” summer reading program for public school students increased participation by 52% (2007–2010).
- Maintain services and outreach to special populations (Talking Books, books by mail, homebound, Head Start, ESL classes, starting a business for Spanish speakers, etc.).
- Staff focus on helping patrons find what they’re looking for, and learn what they need, through reference (in person, by chat and email and telephone), early literacy programs for children, computer classes for adults, public-access computing for all ages.



# APL Manages Budget Impacts

- Expanded use of donated materials for collection replacements.
- Friends of the Library provide monetary support for collections and programs.
- Appropriate use of library volunteers managed by a full-time staff coordinator.
- Expanded self-serve processes, e.g., self-service checkout and Holds
- Combined service desks.
- Staff work at more than one location during the week.

# APL Measures of Success

- Consistently ranked in upper quartile for key metrics of collection turnover, visits per capita, and check-outs per capita (Source: Public Library Data Service).
- 26,500 new cards issued each year.
- 331,944 computer sessions.
- Patron feedback sought through informal surveys, suggestion boxes, blogs and focus group.
- 2008 Resident Satisfaction Survey: those surveyed said that were “very satisfied” with library services. (Source: ETC Institute; <http://www.arlingtonva.us/departments/CountyManager/page64762.aspx>)

# Challenges for the Future

- Market services and communicate community value – “did you know that APL provides ...”
- Be opportunistic – how can we deliver (more) services faster/better? Who can help?
- Adapt resources to meet patrons where they are e.g., social media, web presence, other (e.g., kiosks, lockers)
- Find appropriate balance between “high tech” and “high touch.”
- Keep up – all print + 24/7 electronic research databases, ebooks, downloadable audiobooks, and emerging technologies e.g., streaming music.
- Remain a public space that builds and sustains